



Protecting Youth. Empowering Change. Transforming Lives.

## Donor Confidentiality and Privacy Policy

City House, Inc. understands the importance of protecting the privacy of personal information, especially in today's increasingly electronic environment. We respect and protect the privacy of our donors and adhere to the following guidelines:

- Information about donors and donations is handled with respect and confidentiality.
- We do not exchange, lend, rent, or sell our donor lists to third party organizations.
- The personal information you provide when making an online donation or registering for an event will not be disclosed to any unauthorized third parties.
- When you donate online, a secure connection is established, and your information is encrypted. The secure connection is maintained until the transaction is completed or terminated.
- Employees of City House are not permitted to use this information for any purpose other than to conduct the services they are performing for the benefit of the mission.
- If you provide us with your postal address or email address, you may receive periodic mailings about programs, or about upcoming events. If you prefer to not receive these mailings, please let us know by sending an email [philanthropy@cityhouse.org](mailto:philanthropy@cityhouse.org) or by calling 972-424-4626 and asking for the Development Department.
- If you have supplied your telephone number online, you may receive telephone contact from us regarding your donation or responding to requests you may have made.

## Statement of Fundraising Values

City House pursues the highest ethical and professional standards in its fundraising endeavors. We believe integrity is the key to maximizing financial support and City House, thereby, supporting its mission. We subscribe to the following values in our fundraising activities.

### Value Statement 1

We have a responsibility to our donors. We understand a long-term relationship with an individual leading to a gift is far more important than a short-term gift. We disclose fully the intended uses of a gift and make every effort to keep the donor apprised of the status of his or her gift or pledge. We keep all promises to donors both in letter and in spirit. We regard all gifts as confidential transactions. We respect our donors' privacy and honor all requests for anonymity. We always seek a donor's permission prior to announcing or publicizing a gift. We promptly and accurately record and acknowledge all gifts.

### Value Statement 2

We are willing to assume responsibility in assuring that all fundraising will be conducted with consideration to the best interests of City House that we exercise fiscal responsibility in our fundraising efforts and that we avoid any situation that may be perceived as a conflict of interest.

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## Value Statement 3

We have a responsibility to one another. We are guided by a commitment to teamwork, quality, and initiative in our efforts. We strive to maintain effective communication among all personnel as well as with donors and volunteers. We strive for the highest quality in our work, recognizing that our communications, records, and interactions reflect on City House. We also strive to maintain a forward-thinking development program that anticipates needs rather than reacts to circumstances.

## Donor Bill of Rights

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

- I. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- II. To be informed of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- III. To be assured their gifts will be used for the purposes for which they were given and treated with utmost confidentiality.
- IV. To receive appropriate acknowledgement and recognition.
- V. To be assured that information about donations is handled with respect and with confidentiality to the extent provided by law.
- VI. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VII. To be informed whether those seeking donations are volunteers, employees of the organizations, or hired solicitors.
- VIII. To have the opportunity to opt-out or for their names to be deleted from internal mailing lists.
- IX. To feel free to ask questions when donating and to receive prompt, truthful, and forthright answers.
- XI. Developed by American Association of Fundraising Counsel (AAFRC); Association of Healthcare Philanthropy (AHP); Council for Advancement and Support of Education (CASE) and Association of Fundraising Professionals (AFP).

## Statement of Ethics

Philanthropic promotions and solicitations of City House, Inc., will adhere to a strict code of professional conduct. All philanthropic promotions and solicitations will follow the guidelines promoted by the Association of Fundraising Professionals (AFP). The organization has developed the codes to guide and reinforce our professional conduct in all areas of advancement.



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## Confidentiality

All records associated with such activities relating to personal or financial information about a donor, donor prospect, volunteer, or employee, in the possession of any City House staff member, or volunteer are records of City House, Inc., and confidential.