



Donor Privacy and Confidentiality Policy

The Hospice & Palliative Care Foundation respects the privacy of its donors and prospective donors. We believe that it is of paramount importance to maintain the trust and confidence of our community, including donors, prospective donors, sponsors, partners, and volunteers.

The Board of Directors and staff ("Philanthropic Staff") at the Hospice & Palliative Care Foundation developed this Donor Privacy and Confidentiality Policy ("Policy") to provide transparency as to its practices, policies, and procedures for the collection, use, and protection of information that is provided by donors and prospective donors ("Donor-Related Information").

Confidentiality of Donor Records

Protecting the confidentiality of Donor-Related Information is an essential part of the work done at the Hospice & Palliative Care Foundation. All Donor-Related Information that is obtained by the Hospice & Palliative Care Foundation is handled by Philanthropic Staff on a confidential basis except as otherwise disclosed in this Policy or except as disclosed when the information is provided. All Philanthropic Staff sign a confidentiality pledge and are expected to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of Donor-Related Information. Philanthropic Staff may share with donors, fund beneficiaries, and grantees information pertaining to their own gifts, funds, and grants.

How We Protect Donor Information

Except as described in this Policy or at the time the information is provided, we do not otherwise disclose Donor-Related Information to any third parties, and we never sell, rent, lease, or exchange personal information with other organizations. The identity of all who connect with us through our website, postal mail, and email is kept confidential. The use of Donor-Related Information is limited to internal purposes, by authorized individuals, and to advance resource development efforts that require donor information, as noted above.

We have established and implemented reasonable and appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access, maintain data security, and ensure the proper use of Donor-Related Information. In particular, the Hospice & Palliative Care Foundation secures the personally identifiable information provided on computer servers in a controlled, secure environment, protected from unauthorized access, use, or disclosure. When payment information (such as a credit card number) is transmitted to our websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Moreover, credit card numbers are not retained by the Hospice & Palliative Care Foundation once processed.

Although we have implemented reasonable and appropriate measures to safeguard against unauthorized disclosures of Donor-Related Information, our security measures may not prevent all losses and we cannot ensure that information will never be disclosed in a manner that is inconsistent with this Policy. In the event of such security failures or disclosures in contravention of this Policy, the Hospice & Palliative Care Foundation will provide notice in a timely manner. The Hospice & Palliative Care Foundation is not responsible for any damages or liabilities.

Publication of Donor Names

Unless otherwise requested by the donor, the names of all individual donors may be printed in the Hospice & Palliative Care Foundation's newsletters, annual reports, and other internal and external communications. The Hospice & Palliative Care Foundation will not publish the exact amounts of a donor's gift without the permission of the donor.

Memorial/Tribute Gifts

The names of donors of memorial or tribute gifts may be released to the honoree, next of kin, appropriate member of the immediate family, or the executor of an estate unless otherwise specified by the donor. Gift amounts and addresses are not released without the consent of the donor.

Anonymous Gifts

When a donor requests that a gift or fund be treated as anonymous, the donor's wishes will be honored.

Types of Information Collected

The Hospice & Palliative Care Foundation collects and maintains the following types of donor information when it is voluntarily provided:

- Contact information, including name, organization/company affiliation, title, addresses, phone numbers, fax numbers, and email addresses.
- Donation information, including amounts donated, date (s) of donation (s), method and premium.
- Payment information, including credit card or debit card number, expiration date, security code, billing address and other information necessary to process a donation or event registration.
- Information on events and workshops attended, publications received, and special requests for program information.
- Information concerning events and hours volunteered.
- Donor requests, comments, and suggestions.

How We Use This Information

The Hospice & Palliative Care Foundation complies with all federal and state laws in the use of Donor-Related Information. We use information obtained from donors and prospective donors to

maintain records of donations, to respond to donor inquiries, to comply with the law or with any legal process served on the Hospice & Palliative Care Foundation, for IRS purposes, to analyze overall giving patterns in order to make more accurate budget projections, to develop strategies and present gift proposals, to issue donation acknowledgements, to understand donors' interests in our mission and to update them on the organization's plans and activities, to inform planning about who receives future fundraising appeals, to organize and promote fundraising events, and to inform donors of relevant programs and services through newsletters, notices and direct mail pieces, and to analyze our website usage.

Our contractors and service providers sometimes have limited access to Donor-Related Information in the course of providing products or services related to gift processing and acknowledgements. Such access is subject to confidentiality obligations covering this information. Moreover, access to Donor- Related Information by these contractors and service providers is limited to the information reasonably necessary for the contractor or service provider to perform its limited function for us. For example, donations may be processed through a third-party service provider, and our donors' information will be shared with such service providers to the extent necessary to process the donation.

The Hospice & Palliative Care Foundation may also use Donor-Related Information to protect against potential fraud. We may verify with third parties the information collected in the course of processing a gift, event registration, or other donation. If donors use a credit or debit card on our website, we may use card authorization and fraud screening services to verify that the card information and address matches the information supplied to us, and that the card being used has not been reported lost or stolen.

Removing Your Name from Our Mailing List

Donors and prospective donors may ask to be removed from our email, mailing, and/or phone lists at any time. If you determine that information in our database is inaccurate or it has changed, you can modify your personal information by emailing us at info@hpcfoundation.org or by writing to us at Post Office Box 151, Drayton, SC 29333.

State Fundraising Notice

As a registered 501(c)(3) nonprofit organization, the Hospice & Palliative Care Foundation relies on private support. In connection with our fundraising activities, certain states require us to advise that a copy of our financial report is available. The Hospice & Palliative Care Foundation's principal place of business is located at 1398 Boiling Springs Road, Suite C, Spartanburg, SC 29303. Financial disclosures may be obtained by written request and mailed to Post Office Box 151, Attention: Financial Officer, Drayton, SC 29333. Registration with a state agency does not constitute or imply endorsement, approval, or recommendation by that state.

This Policy applies to all Hospice & Palliative Care's Philanthropy staff, including employees, contractors, and office volunteers ("Philanthropic Staff"). The Hospice & Palliative Care Foundation reserves the right to amend and modify this Policy from time to time with or without notice to donors or prospective donors.