

## MasterVoices

Donor Privacy Policy as of January 15, 2020.

### MasterVoices Donor Financial Information Security Policy

MasterVoices provides a secure environment for collecting online and offline donations, maintaining internal controls governing the safekeeping of all confidential donor financial and personal information. In all financial information systems and financial transactions, MasterVoices will work to protect the financial information of donors and earn the trust they have placed in the organization. MasterVoices does not share personal donor information outside of the organization. Donor information is kept secure through the following actions:

- Credit Card numbers are not retained on-site. All donation forms containing credit card or personal information are shredded after the gifts are entered into the database. Credit card transactions processed in the office are entered via secure Bluefin keypad devices.
- All access to donor financial information is strictly limited to professional staff of MasterVoices whose job requires them to process this data. MasterVoices does not sell or share donors' personal information. Donor records are kept in our secure database, PatronManager, whose platform is through Salesforce.
- MasterVoices accepts online donations through PatronManager which uses secure Salesforce technology to accept online credit card donations. MasterVoices recommends that donors protect their credit card data by using a secure online gift service and never sharing personal information through email or over the phone.
- MasterVoices maintains address, phone and email information in a secure database and also notes donor preferences regarding when and how they wish to be contacted and/or acknowledged. Any donor may request to see the information retained in their personal record at MasterVoices.
- All gifts provided by donors who wish to remain anonymous are entered into the system as anonymous gifts and included in any reports under the heading "anonymous." A preference for anonymity is noted in their personal record.
- All donors are offered tax receipt acknowledgements for their gifts.

Please contact us if you have any questions regarding this policy by phone (646.202.9623) or email: [info@mastervoices.org](mailto:info@mastervoices.org).