

## Donor Privacy Policy

The Dikembe Mutombo Foundation is committed to respecting the privacy of our donors. We value their trust in us and recognize that maintaining that trust requires us to be transparent and accountable in maintaining the confidentiality of donors' personal information. This privacy policy statement applies to the collection of information, including information collected on our website. By submitting your information to the Dikembe Mutombo Foundation, you consent to the terms and conditions of this policy.

### AWARENESS

The Dikembe Mutombo Foundation provides this Donor Privacy Policy to make the public aware of our privacy policy and to inform donors and volunteers of the way personal information is used. We also provide the public with the opportunity to remove their names from our mailing and/or email lists, if desired.

### INFORMATION COLLECTED

- Contact information: name, address, telephone number, email address
- Payment information: credit card number and expiration date, and billing information
- Information concerning how you heard about Dikembe Mutombo Foundation
- Information you wish to share: questions, comments, suggestions
- Your contact preferences

Dikembe Mutombo Foundation does not sell, trade, rent or share names addresses, telephone numbers, or email addresses of our donors.

### USES OF DONOR INFORMATION

- The Dikembe Mutombo Foundation uses your information to provide you with better service. Information will be used to complete a gift and communicate in the way and with the frequency the donor desires.

- Credit card numbers are used only for donation processing and are not retained for other purposes. Personal information will be retained only as long as necessary to complete the donation.
- To establish a relationship and to communicate with donors;
- To understand who our donors are and how we may improve our services to meet their preferences and expectations;
- To process a donation, for example, to process a credit card transaction;
- To issue and deliver a donation tax receipt;
- To distribute a designated donation in the manner chosen by the donor;
- To properly recognize contributions;
- To respond to requests for information;
- To meet requirements imposed by law.
- To manage and promote the philanthropic activities of Dikembe Mutombo Foundation;

The Dikembe Mutombo Foundation publicly recognizes and thanks its donors at our annual Caring for Congo gala, unless the donor has explicitly requested they be “anonymous.”

## SAFEGUARDS

The Dikembe Mutombo Foundation will not sell, trade, rent, share or lease personal information to other individuals, vendors or organizations.

Donors and volunteers may request to not receive certain mailings or email communications, including print newsletters, event invitations and electronic communications.

The Dikembe Mutombo Foundation protects personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification, regardless of the format in which the information is held.

Online donation services are provided by an outside vendor. All collected information is

encrypted using SSL, an industry standard secure technology. This encryption is designed to prevent theft or interception of information provided.

Dikembe Mutombo Foundation contracts with an outside vendor to provide hosting services for our database. The server provides data protection meeting PCI DSS (Payment Card Industry Data Security QL injection and Cross Site Scripting attacks).

Dikembe Mutombo Foundation limits access to the donor/volunteer database information on a “need-to-know” basis, requires password access to the database and shreds all paper documents with personal information.

## CONTACT PREFERENCES

The Dikembe Mutombo Foundation encourages our donors and volunteers to let us know the types of information they want to receive and the frequency with which they receive it. We will follow your requests as it is another way we can provide you with the very best customer service.

Please contact us if you wish to be removed from mailings and/or emails.

## CONTACTING US

If you have comments or questions about our donor privacy policy or wish to update your contact preferences, please contact our Development team at [mutombo@dmf.org](mailto:mutombo@dmf.org)