



Provided by: **Wings of Hope**
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Donor Privacy Policy

Wings of Hope is committed to respecting the privacy of our donors. We have developed this privacy policy to ensure our donors that donor information will not be shared or sold to outside organizations.

Awareness. Wings of Hope provides this Donor Privacy Policy to make you aware of our policy, and to inform you of the way your information is used. We also provide you with the opportunity to remove your name from our mailing list, if you desire to do so.

Information Collected. Here are the types of donor information that we collect and maintain:

- contact information: name, organization/company, complete address, phone number, email address;
- payment information: credit card number and expiration date, and billing information;
- shipping information: name, organization/company, complete address;
- information concerning how you heard about Wings of Hope;
- information you wish to share: questions, comments, suggestions; and
- your request to receive periodic updates; e.g., to individuals who request it, we will send periodic mailings related to specific fund-raising appeals, prayer concerns, and newsletters.

How Information is Used. Wings of Hope uses your information to understand your needs and provide you with better service. Specifically, we use your information to help you complete a transaction, communicate back to you, and update you on mission activities. Credit card numbers are used only for donation or payment processing with a secured third party and are not retained for other purposes. We use the comments you offer to provide you with information requested, and we take seriously each recommendation as to how we might improve communication.

No Sharing of Personal Information. Wings of Hope will not share or sell a donor's personal information with anyone else, nor send donor mailings on behalf of other organizations. We assure you that the identity of all our donors will be kept confidential. Use of donor information will be limited to the internal purposes of Wings of Hope and only to further the mission activities and purposes of Wings of Hope.

In the Event of a Breach. Wings of Hope will, upon the determination of a breach of the policy, notify donors and recommend any actions that might be appropriate. Donors are encouraged to notify Wings of Hope if they believe a breach has occurred.

Removing Your Name From Our Mailing List. It is our desire to not send unwanted mail to our donors. Please contact us if you wish to be removed from our mailing list.

Contacting Us. If you have comments or questions about our donor privacy policy, please send us an email at info@wingsofhope.ngo or call us at (800) 448-9487.