

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:

- 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.
- To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- To have access to the organization's most recent financial statements.
- To be assured their gifts will be used for the purposes for which they were given.
- To receive appropriate acknowledgment and recognition.
- To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
- To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.
- The text of this statement in its entirety was developed by the American Association of Fund-Raising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), and National Society of Fund Raising Executives (NSFRE).

Donor Privacy Policy

The Charlotte Speech and Hearing Center, Inc. maintains the highest level of respect for the privacy of its donors. In furtherance of our commitment to honor your rights, we have developed this Donor Privacy Policy to guide our volunteers and staff on how they may and may not use your personal information. This policy may be updated from time to time.

What information we collect

The Charlotte Speech and Hearing Center collects and uses personal information from donors that includes: amount donated, address, telephone number, donor comments and e-mail address. Tax laws

in the United States and the State of North Carolina requires that our organization keep contact information and contribution level of donors on file.

How we use that information

The Charlotte Speech and Hearing Center will never publish, sell, trade, rent or share names, e-mail or mail addresses, or telephone numbers of our donors. The Charlotte Speech and Hearing Center will use contact information (e-mail, telephone number and address) of donors for these purposes only:

- Distribute receipts for donations
- Thank donors for their donation
- Inform donors about upcoming fundraising and other activities that involve Charlotte Speech and Hearing Center
- Internal analysis and record keeping
- Reporting to relevant U.S. and State agencies (these reports are not for public inspection)
- Contact donors about changes to this policy

However, properly anonymized donor information is used for promotional and fundraising activities. In all other cases the default is for staff and volunteers to assume all donations are not to be publicly announced unless the donor explicitly indicates otherwise. Donor commendation of our programs or services via our website may be used in promotional materials while comments sent to us via email, fax or telephone are kept strictly confidential, unless explicit donor permission is received.

Financial information

All access to donor financial information is strictly limited to professional staff who need to process those data. No such data are given to any person, organization or group who does not need to access those data.

Contact us if you have questions about this Donor Privacy Policy or if you wish to be removed from our e-mail/postal contact lists, then please email pmorgan@CharlotteSpeechHearing.com or write to:

Charlotte Speech and Hearing Center

Attn: Development Department

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