



DONOR PRIVACY POLICY

The Museum of Ventura County (MVC) is committed to protecting our donors' privacy. Our donors expect that we will use their support wisely. They also place their faith and trust in us concerning the personal information that they may share with their gifts. We value our donors' trust and we recognize that maintaining this trust requires us to be transparent and accountable to our supporters and the public at all times. This policy will help ensure that all personal information is properly collected, used only for the purposes for which it is collected, and is irretrievably disposed of in a secure and timely manner when it is no longer needed.

In this Policy, "personal information" means information that is recorded in any form, both fact and opinion and that can be used to distinguish, identify or contact a specific individual. It does not include publicly obtainable information such as names, addresses, and telephone numbers. "Donor" refers to any individual or organization that contributes funds, securities or property to the MVC. For purposes of this policy, "Employee" describes both paid and volunteer workers for MVC.

It is vital for MVC to have knowledge about its supporters and those people who provide the necessary funding. In order to be successful during a campaign, strong donor relationships must be established and cultivated. Information is the key to any relationship. Due to the sensitive nature of personal information, MVC shall at all times abide by this Policy.

Accountability

The MVC and its employees are responsible for all Donor personal information in our possession. Every reasonable precaution shall be taken to protect and preserve the confidentiality of our Donors' personal information. All employees, agents and authorized service providers of the MVC are individually required to safeguard each individual Donor's personal information. Any outside contractors or third party service providers are selected with due care and must abide by this Policy. External service providers shall be required to agree to protect any personal information of Donors, use it for only the purposes set out in the scope of the contract with the MVC, and to not keep the personal information on file.

Donors may notify the MVC of a privacy-related issue or grievance by contacting the Development Department. We will provide information about our privacy procedures and investigate the complaint. If a problem is discovered during the review, we will take all appropriate steps to revamp our policies and procedures if necessary.

Use and Disclosure of Personal Information

The MVC collects, uses and discloses personal information only for certain purposes that are identified to the Donor. We may use it to establish and manage our relationship with a Donor, as well as providing requested information. Personal information can also help us understand a

Donor and identify preferences and expectations. The main uses will involve raising money to reach our campaign goals and to process gifts and return appropriate receipts. To publicly recognize and thank them for their generosity, we occasionally release a list of our Donors. In such cases, other organizations and third parties will have access to our Donor names and in some cases donation amounts.

We collect Donor information for internal use only, and just to the extent required for our purposes. We obtain relevant personal information about Donors lawfully and fairly.

Sharing or Selling of Personal Information

The MVC does not sell, trade or rent e-mail addresses to third parties. The MVC does exchange donor postal mailing lists with other organizations periodically for a single use. An organization that receives the MVC's mailing list must agree to strict parameters which limit the use of the data. For example:

1. The names and mailing addresses will only be used once for a specific project;
2. The data file containing the mailing list will not be forwarded to any other person or entity except when necessary to complete the specific project; and
3. No copies of any type of the data file will be made by the receiving organization.

Donors' Consent

The MVC only uses and discloses personal information with Donor permission. Donor permission can be in writing or implied, either verbally and/or electronically. A Donor may withdraw permission to collect, use, and disclose personal information at any time by giving the MVC reasonable notice, subject to legal or contractual obligations. A Donor may opt out of sharing of any information, including name and address, by calling the Development Department.

Donors who wish to avoid any public recognition may inform the MVC when making a pledge or gift. The option to remain anonymous shall be made available to Donors by the MVC and its appropriate employees. This request for anonymity shall be honored by the MVC until the Donor informs us otherwise.

Custody and Care of Personal Information

The MVC operates under the assumption that any Donor or Donor prospect has the right to review his or her record maintained by our organization. Donors may request in writing to see personal information about them that is in the possession of the MVC. Donors also have the right to know how the information is obtained and used. We will respond to Donor requests within a reasonable time by either providing copies of the documents or access to the information. In some situations, the MVC may not be able to provide access to all the personal information held on a Donor. In such cases, reasons for non-disclosure shall be communicated to the requesting party.

The MVC will keep Donors' personal information only as long as it is necessary to satisfy the purposes for which it was obtained, or as legally required. Access to Donor file materials containing personal information is restricted to MVC Employees and authorized service providers who need it to do their jobs.

The MVC has established appropriate technical, physical and organizational security procedures to protect Donors' personal information against loss, theft, unauthorized use, disclosure, or modification. These procedures will be monitored and reviewed at least annually and when needed to ensure their continued effectiveness. The safeguards employed by the MVC include, but may not be limited to, the use of limited access storage areas, locked files, and the use of encryption, secure servers, and computer workstation passwords. Appropriate measures will be undertaken when personal information is destroyed in order to prevent access or inadvertent disclosure to any unauthorized parties.

Website

Users of the MVC's internet resources should refer to the Privacy Policy online.

Employee Acknowledgement

All MVC employees, board members, and members of the Advancement and Endowment Committees shall read this Policy and sign a written acknowledgement.