

***FAMILY SERVICES OF GREATER HOUSTON***  
**DONOR PRIVACY POLICY**

**POLICY:**

Family Services of Greater Houston will protect the privacy and confidentiality of all donor and prospective donor information according to the following procedures. For the purpose of this Privacy Policy, “personal information” means information about an identifiable individual (such as name, phone number, email and credit card information).

**PROCEDURE:**

**Information We Collect:** Family Services of Greater Houston collects public information (name, address, phone, and/or age) on current and past donors, people who have attended a special event, request information, use our web services, and those who may request planned giving information. In talking with individuals who want to make a charitable gift to Family Services, we only collect that information that will enable us to be of assistance in carrying out the transaction you requested or authorized.

This may include using your personal information to process your donation, send you the information or materials you requested, register you for one of our events, keep you informed about Family Services, ask for your support and develop and maintain our relationship with you and otherwise communicate with you.

When you visit our website at [www.familyservices.org](http://www.familyservices.org) we may collect non-personally identifying information from you. We collect and use IP addresses to analyze trends, administer the site, track donors' movement and gather broad demographic information for aggregate use. We do not link IP addresses to personally identifiable information. Our website contains links to other websites. Please be aware that Family Services is not responsible for the privacy practices of other such website. We encourage our donors to be aware when they leave our website and to read the privacy policy of every website that collects personally identifiable information.

**Protection of Your Personal Information:** Family Services takes reasonable steps to protect your personal information against unauthorized access and to maintain the accuracy and proper use of the information by means of appropriate physical, technical and organizational measures. All online transactions and contributions on our website occur through a safe, private, and secure system that protects the individual's personal information. All of our employees, volunteers and service providers are required to comply with the terms of this Privacy Policy and are required to keep confidential the information they have access to when performing their duties. All of our systems are protected by a firewall and all users are required to use a password.

**Information we Disclose:** Donors have access to all the information in their own file, but are not permitted access to other donor information. We will disclose information to government entities or other third parties in response to subpoenas or other legal process as required by law.

Family Services of Greater Houston will not exchange, rent or sell its mailing list to any outside organization. However, we do reserve the right to disclose and/or transfer personal information to a third party in the event of a merger or other type of acquisition in order for you to continue to receive the same services from a third party.

Family Services publishes donors' names in the annual report. All individual donors who do not wish to have their name published are asked to indicate their preference on their donation form or contact us as described below.

Family Services may share personal information with third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above. These service providers are prohibited from using your personal information for any purpose other than to provide this assistance and are required to protect the personal information it receives from us or has access to and to comply with the general privacy principles described in this Privacy Policy.

**Opting Out, Request Access or Update Your Personal Information:**

Donors or prospective donors have the right to, at any time, request removal from our donor or mailing list, subject to legal or contractual restrictions and reasonable notice by contacting us as described below.

**Retention and Disposal of Your Personal Information:**

Family Services of Greater Houston retains your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws.

**Changes to this Privacy Policy:**

Family Services of Greater Houston will review and update its Privacy Policy annually and always post the most current form of our Privacy Policy on our website. You may also request a copy of our current Privacy Policy at any time by contacting us as described below.

The protection of personal information is of utmost importance to us. Family Services of Greater Houston maintains strict practices and procedures to safeguard privacy. Should you wish to access, update or correct your personal contact information, remove yourself from our mailing list or discuss a privacy concern with us please contact us by phone at 713-868-4466, or email at [donate@familyservices.org](mailto:donate@familyservices.org) or by mail at 3815 Montrose, Suite 200, Houston, TX 77006.