



Policy Name: **Privacy of Data and Information**

Origination Date: July 2018

Last Revision Date: May 18, 2022

Approval Date: May 23, 2022

Purpose: The purpose of ASCF's Privacy of Data and Information policy is to ensure and demonstrate ASCF's commitment to the privacy of the organization's donors and families served. This policy explains what type of information is collected, how it is stored, how it may be used and how to opt out of future correspondence from ASCF.

Policy: ASCF has a policy of not sharing the personal information of donors with external entities unless to conduct business operations or as required by law. Any sensitive information provided to ASCF by donors is used solely for internal purposes, operational reporting and mandatory legal reporting unless otherwise indicated.

ASCF has a policy of not sharing any identifying information from the cancer families served by the organization unless express consent to do so is provided by the family for the purposes of sharing the mission and work of the charity to promote the organization's programs as well as educate, solicit and/or thank donors who make such work possible. ASCF program participants are provided with the option to grant ASCF permission to use their likeness in photograph, video and/or other digital media to help advance the organization's charitable mission and their permission is noted in the HouseMate system. While such authorization does not impact an individual's participation in a program, having the ability to tell ASCF's story through the eyes of the families served is vital to ensuring the organization is successful in its development efforts which allow such programs to flourish and continue.

Volunteers and/or contractors may have access to sensitive information only if having such information is required to carry out their duties for the organization. All ASCF volunteers, employees, Board members and contractors are required to sign a confidentiality statement before being approved to access any identifying organizational data.

Type of Information & Data

When a visit is made to ASCF's website, our servers may log basic information corresponding to the sites and pages visited. This information is stored to track the effectiveness of our websites and individual sections and pages within them.

Information provided by donors (including name, contact information and donation amount) may be stored in both QuickBooks, HouseMate, Blackbaud and Excel to facilitate proper



Board Policies

acknowledgements required financial reporting and to ensure ongoing communication with ASCF supporters. No credit card information is stored in databases maintained by either ASCF or Blackbaud.

Cancer families making an application for housing, navigation or other ASCF services provide basic information (including name/s, contact information and other information necessary) to receive services. Upon confirmation of being able to provide a cancer family with housing, a security deposit and cleaning fee is collected through our reservation encrypted system which adheres to all industry standards. No credit card data is ever stored. As such, repeat families must complete a new application and security deposit prior to each anticipated visit.

How ASCF Safeguards Personal Information

All computers that receive or store personal information are secured by firewalls and other security measures. Additionally, sensitive data such as credit card numbers are encrypted via Blackbaud using SSL and other industry standard measures, to provide an additional level of security. To avoid the potential of a massive security breach, neither credit card information nor personal health information is stored in ASCF databases.

Those who make donations online via the ASCF website may also indicate that they wish to remain anonymous on future communication when making donations. This option is provided through ASCF's contracted credit card processing provider Blackbaud. Individuals should be apprised that by not providing identifying information such as mailing address, ASCF may be unable to process future requests such as tax receipts. All sensitive information provided to ASCF via Blackbaud utilizes HTTPs protocols for SSL security. Credit card data is never stored in ASCF nor Blackbaud databases. All donations and housing deposits to ASCF via Blackbaud are processed through a level 1 PCI compliant payment processor, the highest level in the payment industry. Blackbaud also utilizes HTTPS protocol for SSL security to ensure that all data transferred is encrypted. Individuals may learn more at <https://www.blackbaud.com/security>.

For cancer families to receive housing, navigation or other services provided by ASCF, some communication is required, however personal and/or sensitive information will not be shared outside the organization other than that which is required to be transmitted and securely stored via Blackbaud, Housemate or QuickBooks for operational purposes unless express consent is provided. The HouseMate database is a Microsoft SQL Server database, and the data files are encrypted using Transparent data encryption (TDE) which is standard for SQL Server databases. Further, the database is not accessible via the web and access is protected through ASCF's network firewall. Data is further protected by the need of a username and password to access on ASCF's network.



Board Policies

Aggregated data (without identifiers) may be shared to measure programmatic success and report both internally and externally on the services provided to the diverse community served by ASCF.

Social Media and/or Review Platforms

Those who share information via ASCF's social media and/or review platforms (including but not limited to Facebook, Instagram, LinkedIn, Twitter, GreatNonprofits, etc.), choose to do so knowing that such information is public and is only subject to the confidentiality and privacy policies of those individual providers. Such information shared by individuals may be shared by ASCF for informational, educational and/or support purposes. Additional identifying information may be shared if express consent is provided.

Opting Out

Donors and/or families served by ASCF may always "opt out" of receiving any communication from ASCF either now or at any time in the future or contact ASCF by email with questions. If they do not wish to receive any messages, receipts, or future communications from ASCF, they may ask to be removed by emailing info@cancerfamilies.org and putting OPT OUT in the message line. The Director of Development and Communications will maintain a record of those who have opted out to ensure compliance.