



### **Our Donor Promise Policy**

MEND – Meet Each Need with Dignity, recognizes the importance of protecting information we collect from the general public. Our policy is to use the information we acquire for internal purposes only, and we maintain appropriate security measures to keep this information private. To prevent unauthorized access, maintain data accuracy, and to ensure the appropriate use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

If users have questions about the types of information collected or would like to request a correction of any information collected, then please contact us at [Give@MendPoverty.org](mailto:Give@MendPoverty.org) or (818) 686-7300.

### **Use of Cookies**

Certain sections of the MEND website uses "cookies" to store user information. A cookie is a small string of text that a website can send to your browser. A cookie cannot retrieve any other data from your hard drive, pass on computer viruses, or capture your e-mail address. Cookies help us understand which parts of our website are the most popular, where our visitors are going, and how long they spend there. We use cookies to analyze traffic patterns so we can improve the site.

### **Storage of Donor Information**

Donor information is stored and managed in MEND's donor database. We permit only authorized employees, who are trained in the proper handling of donor information, to have access to this information.

### **MEND's Promise**

MEND – Meet Each Need with Dignity maintains the privacy of donor information and will not share or sell donor's personal information with anyone else, nor send donor mailings on behalf of other organizations. All MEND donors have the right to request to unsubscribe from email lists, stop print mailings or receive only select mailings. MEND, its President/CEO, executive staff, and all staff associated with fundraising, subscribe and adhere to the **Donor Bill of Rights** created by the Association of Fundraising Professionals' (AFP), the Association for Healthcare Philanthropy (AHP), the Council for Advancement and Support of Education (CASE), and the Giving Institute: Leading Consultants to Non-Profits. You can find a copy of the Bill of Rights here: <https://afpglobal.org/donor-bill-rights>

In summary, you, our donor, have a right to the following:

- MEND's most recent audited financial statements and Form 990
- A description of MEND's mission and how we use your donations to support vulnerable individuals and families in the community
- A list of those who serve on MEND's board
- To ask questions when making a donation and to receive prompt, truthful and forthright answers
- Acknowledgment for your generous investment in our mission
- A commitment that your investment will always be used wisely and carefully to support the mission
- Assurance that your donation information will be handled with respect and confidentiality to the fullest extent of the law
- An opportunity to request to be removed from mailing lists
- An expectation that all communications from individuals representing MEND will be professional in nature.

**MEND – Meet Each Need with Dignity**

*Updated October 2019*