

Houston ToolBank Donor Privacy Policy

Introduction

At the Houston ToolBank, we value and respect the privacy of our donors. We are committed to protecting the personal information shared with us, whether through donations, volunteering, or other forms of engagement. This Donor Privacy Policy outlines our practices for collecting, using, storing, and protecting your personal information.

1. Information We Collect

We collect personal information that you voluntarily provide to us when you:

- Make a donation (online, by mail, or in person)
- Register for an event
- Subscribe to our communications
- Volunteer or participate in our programs
- Engage with us on social media
- Interact with us in any other manner that requires personal information

The types of information we collect may include:

- Name
- Mailing address
- Email address
- Phone number
- Payment information (e.g., credit card number, expiration date, and billing address)
- Donation history
- Interests and preferences related to our programs and services

2. How We Use Your Information

The personal information you provide is used for the following purposes:

- **Processing Donations:** To process and acknowledge your donation, provide receipts, and manage your donation records.
- **Communications:** To send you updates about our programs, events, and fundraising efforts, as well as to thank you for your support.
- **Reporting and Compliance:** To comply with legal and regulatory requirements, including IRS reporting obligations.
- **Improving Our Services:** To improve our programs, services, and outreach efforts based on donor preferences and feedback.

3. Information Sharing and Disclosure

The Houston ToolBank will not sell, rent, or trade your personal information to third parties. We may share your information with trusted third-party service providers who assist us in carrying out our operations, such as payment processors, mailing services, email marketing platforms, and event registration platforms. These third parties are contractually obligated to protect your information and use it only for the specific purposes for which it was provided.

We may also disclose your information if required by law, such as in response to a subpoena or other legal process, or to protect the rights, property, or safety of the Houston ToolBank, our donors, or others.

4. Data Security

The Houston ToolBank takes the security of your personal information seriously. We have implemented appropriate physical, electronic, and administrative safeguards to protect the information we collect from unauthorized access, use, or disclosure. These measures include:

- **Encryption:** We utilize third party payment processors with secure socket layer (SSL) technology to encrypt payment information during transmission.
- **Access Controls:** Only authorized personnel have access to your personal information, and they are required to adhere to our privacy standards.
- **Regular Audits:** We regularly review our security practices and update them as necessary to ensure the protection of your information.

5. Your Choices

You have the right to:

- **Access and Update:** Access and update your personal information by contacting us directly.
- **Opt-Out:** Opt-out of receiving communications from us by following the unsubscribe link in our emails or by contacting us directly.
- **Request Deletion:** Request the deletion of your personal information from our records, subject to legal and contractual obligations.

6. Policy Review

We may update this Donor Privacy Policy to reflect changes in our practices or legal requirements.

7. Contact Us

If you have any questions or concerns, please contact us at:

Houston Community ToolBank
1215 Gazin St, Houston, TX 77020
713-674-0262
houston@toolbank.org