

The Lake County Haven's Policies on Donors and Donations.

The Lake County Haven (LCH) values our relationship with you, the donor, and we take seriously the trust placed in us as the steward of your donation. We commit to the *Donor Bill of Rights* as developed by the Association of Fundraising Professionals, the Association for Healthcare Philanthropy, the Council for Advancement and Support in Education, and the Giving Institute and endorsed by the Independent Sector, the National Catholic Development Conference, the National Committee on Planned Giving, the Council for Resource Development, and United Way of America.

Donor Bill of Rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Privacy Policy

The Lake County Haven is committed to respecting the privacy of our donors and supporters. This policy applies to any and all information from individuals, businesses, groups, and other entities whether collected via the website or through other means.

1. Your personal information (contact information, donation history, etc) is stored in a private, password-protected database. Only LCH staff and select volunteers are allowed access to this information.
2. Any hard copies of donor information are kept in secure offices to which only administrative staff and select board members have keys.
3. All staff and volunteers who would encounter donor and donation information are required to sign a non-disclosure statement in advance.
4. LCH will never sell, trade, rent or lease your personal information to other organizations, businesses or entities. Use of donor information is limited to the internal use of LCH for the purposes of furthering its mission.
5. In cases where a donor or volunteer asks to be put in contact with another donor or volunteer, information will not be released unless the person in question has granted explicit consent.
6. Access to financial/banking information is limited to certain professional staff members who will process that gift.
7. It is our desire not to send unwanted mail. Please contact us if, at any time, you wish to be removed from our mailing list.

From time to time it may become necessary to alter or update these policies. At such times we will post the new policies on our website immediately.

If you have any questions or concerns about these policies, please contact our executive director, Laura Sabino at (847) 680-1841 or director@lakecountyhaven.org.