



## PRIVACY POLICY

Stroke Foundation of New Zealand is committed to protecting your privacy.

Any personal information provided to us is held with the utmost care and will not be used other than as described in this privacy policy. We recognise that your relationship with us is voluntary, and as such, your privacy will be held in the strictest confidence.

We adhere to the following guidelines:

- Information about donations is handled with respect and confidentiality to the extent provided by law.
- Some donors prefer anonymity. We will respect the wishes of contributors who prefer their gift to remain confidential.
- We do not lend, exchange, rent or sell our donor lists to other organisations.
- The personal information you provide when making an online donation, joining our regular supporters club or becoming a volunteer will be protected by Stroke Foundation of New Zealand.
- When working with any external organisations we will only ever disclose your information when absolutely necessary and to organisations that agree to honour the terms of this privacy policy.

### What information we collect

Stroke Foundation of New Zealand collects and uses various personal information from individuals that includes: name, amount donated, address, telephone numbers, e-mail address, comments and date of birth.

### How we use that information

Stroke Foundation of New Zealand will use contact information (e-mail, telephone number and address) of individuals for these purposes only:

- Distribute receipts for donations
- Thank donors for their donation

- Inform supporters about upcoming fundraising and other activities of SFNZ. Examples of this may include (but are not limited to); Inclusion in our direct mail appeals, telephone appeals, and invitation to donor events. Donors have the right to opt out of their details being used in this way and can contact the fundraising department at any time to do so.
- Advise volunteers of volunteer opportunities
- Internal analysis and record keeping

Staff and volunteers assume all donations are not to be publicly announced unless the donor explicitly indicates otherwise.

Comments given in donor forms may be used in promotional materials or for service improvements while comments sent to us via email, fax or telephone are kept strictly confidential.

## **Access and Correction of Information**

You have the right to access and request a correction to your personal information. To ensure that your recorded personal information is accurate and up-to-date, please notify us of any changes to your personal details as soon as possible by email at [fundraising@stroke.org.nz](mailto:fundraising@stroke.org.nz) or by phone on 0800 78 76 53 (0800 STROKE)

## **Financial information**

All access to donor financial information is strictly limited to professional staff that need to process this data. Stroke Foundation of New Zealand uses Direct Payment Solutions (DPS) for our online payment processing with world-class security, compliance procedures and strong reputation.

Find out more about DPS and their data-handling policies at: [www.paymentexpress.co.nz](http://www.paymentexpress.co.nz)

## **Donor Bill of Rights**

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organisations and causes they are asked to support, we declare that all donors have these rights:

1. To be informed of the organisation's mission, of the way the organisation 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 organisation's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organisation'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 acknowledgment 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 organisations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organisation or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

*The Donor Bill of Rights is endorsed by the Fundraising Institute of New Zealand (FINZ) and developed by: American Association of Fund Raising Counsel (AAFRC), Association for Healthcare Philanthropy (AHP), Council for Advancement and Support of Education (CASE), Association of Fundraising Professionals (AFP).*

If we decide to change our privacy policy, we will post those changes here so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify you. You will have a choice as to whether or not we may use your information in this different manner.