

Donor Privacy

This policy applies to all information received by NAMI Minnesota both online and offline and through any giving platform.

NAMI collects and maintains the following types of donor information when it is voluntarily provided to us:

- Contact information such as name, address, telephone number and e-mail address
- Giving information, including credit card information
- Information on events attended, publications received and special requests for program information
- Information provided by the donor in the form of comments and suggestions

NAMI Minnesota does not share, trade, or sell donor information with any other entity. Membership data is only shared with the appropriate local affiliate and the National NAMI office.

Upon the written or oral request of an individual, NAMI Minnesota will honor all requests to discontinue receiving fundraising appeals, solicitations or postal or electronic mailings.

All donor information is confidential and kept on file. It is also used to analyze overall giving patterns in order to make more accurate budget projections, as well as to understand donors' interests in our mission and to update them on the organization's plans and activities. This information is shared with staff, board members, volunteers and consultants only on a confidential and need-to-know basis. Donors can request that their information not be made public and can ask that the information be changed at any time.

NAMI Minnesota pledges to safeguard credit card numbers of all donors by not keeping the information electronically and by keeping all credit card slips in a locked cabinet with access granted to the Executive Director, Office Manager, Director of Operations and Grants Management and Director of Development and Organizational Advancement.

All donors will be provided the option of not having the donor's name appear in the newsletter or annual report. NAMI Minnesota will use a third party (such as PayPal) for online donations. Any concerns from donors can be directed to the executive director.

NAMI Minnesota is committed to protecting the privacy of our members, program participants, donors, volunteers and others associated with our organization. We strive at all times to keep data safeguarded.

NAMI Minnesota collects personal identifiable information, such as name, email address, home or work address, and telephone number. Contact information for program participants and members is collected so that we can communicate with program participants about our overall mission and activities and opportunities within the organization. Contact information for donors is collected so that we can properly acknowledge them for their donations, track our fundraising progress and pursue fundraising opportunities. Contact information is collected for volunteers so that we can communicate about responsibilities, goals, and volunteer activities.

Through the use of surveys and questionnaires, we also sometimes collect unidentifiable demographic information such as age, sex, and racial/ethnic background. This information is collected to better understand the populations we serve and interact with. When participating in research, NAMI Minnesota adheres to state and federal privacy practices, including for Protected Health Information, as applicable.

Identifiable and unidentifiable information is stored in our databases, including eTapestry (a donor database), national program data reporting systems, NAMI 360 (membership system), Access (unidentifiable evaluation responses and demographic information), Salesforce, and other systems. Data in our databases is only accessible to staff and key volunteers/interns who are trained in appropriate protocols.

NAMI Minnesota does not sell, rent, or lease its member, program participants, donor, or volunteer lists, or other lists, to third parties. NAMI Minnesota does not use or disclose sensitive personal information or contact information without your explicit consent.

NAMI Minnesota staff, volunteers, and interns adhere to best practices and procedures around confidentiality and privacy including secure storage and safeguarding of documents and files with names and/or contact information of participants, members, volunteers, and others associated with the organization, securing your personal information from unauthorized access, use, or disclosure; password protecting computers; and shredding hard copy documents that are no longer in use that contain names and/or contact information of program participants, members, volunteers, donors, and others associated with the organization.

For questions on this policy, to request corrections or to learn more about the information that is collected, please email namihelps@namimn.org or call the main office and ask to speak to the Director of Development and Organizational Advancement at 651-645-2948 ext. 104.

November 2019