

Teen Challenge Training Center Donor Privacy Policy

Teen Challenge Training Center (TCTC) is committed to respecting the privacy of our donors. This Donor Privacy Policy was adopted to assure our donors on issues pertaining to the privacy and confidentiality of their personal information to which we have access as a result of their support.

Awareness. TCTC provides this Donor Privacy Policy to inform donors of the ways their information is used. TCTC also provide donors with the opportunity to remove their names from our mailing list, if they desire to do so.

Information Collected. The following lists the types of donor information that is routinely collected and maintained by TCTC:

- contact information: names, organizations/churches, complete addresses, phone numbers, email addresses;
- payment information: credit card numbers and expiration dates, billing information;
- shipping information: name, organizations/churches, complete addresses;
- information concerning initial contact with TCTC.;
- personal information shared by donors such as birthdates, anniversary dates, names of children, etc.
- questions, comments, suggestions and observations of donors
- requests to receive periodic updates, newsletters, prayer requests, event announcements and other information about TCTC.

How Information is Used. TCTC uses donor information to understand their needs and provide better service. Donor information helps TCTC complete transactions, communicate back with them and update donors on ministry happenings. Credit card numbers are used only for donation or payment processing and are not retained for other purposes. TCTC uses comments donors offer to provide them with requested information. TCTC takes seriously each recommendation as to how we might improve communications.

No Sharing of Personal Information. TCTC will not sell, rent, or lease donor information to other organizations. The identity of our donors is kept confidential. Use of donor information is limited to the internal purposes of TCTC and only to further ministry activities and purposes.

Donor Rights. As part of our donor privacy policy, TCTC has adopted the Association of Fundraising Professionals [Donor Bill of Rights](http://www.afpnet.org/files/ContentDocuments/Donor_Bill_of_Rights.pdf). The Donor Bill of Rights is incorporated into this policy by this reference. The complete document may be accessed at http://www.afpnet.org/files/ContentDocuments/Donor_Bill_of_Rights.pdf.