



PRIVACY POLICY

Long-term support from Family Promise of Knoxville donors and volunteers is of paramount importance to the organization. Maintaining a strong, trusting relationship with our supporters is of vital importance in creating a path to permanent housing for the men, women, and children we serve.

Providing superior stewardship and thoughtful funding opportunities are also of great importance to the long-term success of our organization. Balancing the needs and desires of our supporters, along with meeting the need for efficient and effective fundraising practices, are the principles that underpin our online and offline communications strategy. The purpose of this policy is to ensure that we conduct our fundraising in compliance with nationally established guidelines while ensuring that our supporter's trust and faith in us is well placed and deserved.

Privacy Policy

1. Family Promise of Knoxville will maintain active control of our contributor lists and will not sell, rent, or trade contributor or volunteer names to any outside organization nor shall we disclose privileged or confidential information to unauthorized parties.
2. We will respect the privacy of all members by offering a means by which their names may be suppressed upon their request, and we will honor their requests. Additionally, we will honor our supporter's wishes if they do not want to be contacted by phone, mail or email.
3. Some donors may be recognized in publications like our newsletter, annual report and event programs, along with social media programs such as Facebook, Twitter and LinkedIn. Testimonials will be published only with the consent of the donor. Donors may also notify us if they prefer that all or some of their contributions be made anonymously and not publicly recognized.
4. To create life-long relationships with our supporters, our staff will only call on an as-needed basis to engage them in our various events and a maximum of two calls per quarter to seek a direct gift. However, at a minimum, we will call selected donors to personally thank them for their generous support.
5. The Family Promise of Knoxville will never hire a third-party organization to solicit funds unless authorized by the Board of Directors.
6. On occasion, The Family Promise of Knoxville will contract with a third-party commercial organization to update our donor and volunteer contact information. Phone numbers will only be added to our database if the information is public. Those who do not want their email given to The Family Promise of Knoxville will not be entered into our database.
7. We will maintain complete and accurate records of all uses of contributor information for at least such time as required by law.



of Knoxville

8. Occasionally, we may rent lists from other organizations to reach prospective supporters. We will not rent lists from any organization if we believe doing so may compromise the trust between The Family Promise of Knoxville and our valuable donors.

Solicitation Policy

1. Family Promise of Knoxville shall take great care to ensure that all solicitation and communication materials are accurate and correctly reflect their organization's mission and use of solicited funds.
2. Family Promise of Knoxville shall ensure donors receive informed, accurate, and ethical advice about the value and tax implications of contributions.
3. Family Promise of Knoxville shall take care to ensure that contributions are used in accordance with donors' intentions.
4. Family Promise of Knoxville shall take care to ensure proper stewardship of all revenue sources, including timely reports on the use and management of such funds.
5. Staff shall not disclose privileged or confidential information to unauthorized parties.