



## Donor Privacy Policy

March 2024

### **Donor Rights, Privacy, and Information Security at The Boston Public Library Fund**

The Boston Public Library Fund (BPLF) is profoundly grateful for the financial support it receives from donors and understands the critical importance of protecting donor information. BPLF takes its donors' rights seriously and recognizes that to merit our donors' continued trust, it is important to be transparent and accountable in the preservation of our donors' privacy, as well as to proactively safeguard the confidentiality of the personal information that the Boston Public Library Fund collects and maintains.

- ♦ **Donor Bill of Rights:** To assure that BPLF philanthropy activities warrant the respect and trust of the public, and that donors and prospective donors have full confidence in our work, BPLF adheres to the Donor Bill of Rights as set forth by the Association of Fundraising Professionals. The full Donor Bill of Rights can be found here: <https://afpglobal.org/donor-bill-rights>
- ♦ **Consent:** As a donor submitting personally identifying information to BPLF, you consent to the terms and conditions of this policy and to our processing and use of personal information for the purposes stated below.
- ♦ **Personal Information:** Personal Information is information that identifies you personally, such as your name, address, telephone number, and email address. We collect and store personally identifiable information that you have provided us via our website or when you otherwise contact us in person, by phone, or email. We collect your name, email address, and other contact information if you register for an event. We collect your name, mailing address, email address, telephone number, and payment information when you contribute either on our website, at a special event, over the phone or by mail. The above list provides a sample of personal information that may be collected by BPLF. From time to time, we may collect personal information from you in ways not described above.
- ♦ **Information Security Policy:** As a department of the City of Boston, Boston Public Library (BPL) is governed by the wider City of Boston (CoB) Information Technology Security Policy. BPLF uses BPL-issued computer equipment as well as the BPL computer network and is therefore by extension governed by the CoB IT Security Policy. For further information regarding the CoB Information Security Policy please visit [www.boston.gov](http://www.boston.gov).
- ♦ **Third Party Vendors:** BPLF will share contact information with third-party vendors for the explicit and limited purposes of facilitating the organization's mission through development and engagement programs. When such contact information is shared with the third-party vendor, the vendor will first be required to sign a written agreement pledging that the information will be used only for its intended purpose, will be stored securely, and will not be resold or provided to any other individual, entity, or organization without BPLF's express written approval.
- ♦ **Credit and Debit Card Information:** BPLF accepts credit cards and debit cards for donations both online and directly from the donor by BPLF staff members. Credit and debit card information provided by donors is used solely for processing donations and related transactions. We do not store credit or debit card details beyond the necessary time required to complete the transaction. Additionally, we implement industry-standard security measures to protect donors' credit and debit card information

from unauthorized access, alteration, disclosure, or destruction. This includes encryption protocols, secure socket layer (SSL) technology, and adherence to Payment Card Industry Data Security Standards (PCI DSS).

- ♦ **BPLF does not store Donor Credit or Debit Card Information – Exception:** If a donor chooses to set up a “recurring” gift via the online portal that repeats in the future, our third party online giving processor, Blackbaud Merchant Services (BMS), uses its own secure mechanisms to store and process the payment card information using several risk mitigating measures. Blackbaud has been validated as a Level 1 service provider and payment gateway by the PCI Security Standards Council, having met the industry’s most stringent data security requirements. The Blackbaud Merchant Services payment gateway, known as the Blackbaud Vault, encrypts and tokenizes BPLF donors’ credit card data, including vaulting card data for recurring donations or payments, removing your risk of storing this sensitive information. It also automatically blocks transactions based on Internet protocol (IP) address and blacklisted credit cards.
- ♦ **Fraud Protection and Other Use of Data:** We may use personal information collected to protect against potential fraud. We may verify with third parties the information collected while processing a gift, event registration, or other BPLF business process. If you use a credit or debit card on the website, we may use card authorization and fraud screening services to verify that your card information and address matches the information that you supplied to us and that the card being used has not been reported lost or stolen.
- ♦ **BPLF and BPL Staff Access to Donor Information:** Within BPLF, access to donor information is limited to staff members with a legitimate business purpose and need to know, and, as appropriate, those in BPL programs who support development activities. BPL Program staff access to donor information is restricted to limited donor information. Additionally, all BPLF staff adhere to strict policies around physical document retention and destruction that can be on our website at [www.bplfund.org](http://www.bplfund.org).
- ♦ **BPLF Staff Privacy and Security Responsibilities:** Persons with responsibility for records containing personal information will exercise due care to ensure accuracy, completeness, and data security. Strict physical, electronic, and procedural safeguards will be utilized to protect personal information against accidental or intentional misuse or improper disclosure within or outside BPLF. All BPLF staff are charged with practicing discretion and will not disclose information about our donors or prospective donors for any purpose outside of BPLF business operations.
- ♦ **BPLF Does Not Sell Donor Information:** Other than as described in this privacy policy, or as may be necessary to protect the rights, property, and safety of our organization or others, or as may be necessary to comply with applicable law, BPLF will not give away or sell your personal information.
- ♦ **Donor Recognition:** Donor contributions may be publicized in donor recognition vehicles produced by BPLF or other entities, including print, spoken, broadcast and/or web-based media. If donors do not wish their names to appear in these publications, they may notify BPLF via email at [info@bplfund.org](mailto:info@bplfund.org), via phone at 617-859-2027, or via mail at The Boston Public Library Fund, 700 Boylston St, Boston, MA 02116.
- ♦ **Donor Communication Preferences:** Donors may opt out of receiving BPLF communications or from having their personal information shared within the scope of this policy by notifying BPLF via email at [info@bplfund.org](mailto:info@bplfund.org), via phone at 617-859-2027, or via mail at The Boston Public Library Fund, 700 Boylston St, Boston, MA 02116 and making such a request or add in phone number above.
- ♦ **Donor Access and Review of Personal Information:** Donors have the right to review information that we have collected about them. To review that information please contact the BPLF via email at

info@bplfund.org, via phone at 617-859-2027, or via mail at The Boston Public Library Fund, 700 Boylston St, Boston, MA 02116.

- ♦ **Policy Maintenance:** BPLF shall continually monitor these practices and procedures to ensure compliance with the principles set forth in this policy. If at some point in the future there is a change to the information usage practices that affect donor personal information, it will be reflected in the donor privacy policy posted on <https://bplfund.org/>.

*Approved by the BPLF Board of Directors 3.21.24*