



## **NHUM Privacy Policy**

**New Hope Uganda Ministries does not share our donor information outside of our organization.** Your name and contact information is held strictly confidential and is used for internal NHUM purposes only.

### **Those who have access to our donor information include:**

- NHUM staff.
- NHUM Board of Directors.
- Missionaries are sent contact information and recent donation information of only their personal supporters for the purpose of writing thank you notes.
- Ministry managers are sent contact information and recent donation information, only specific to their ministry, for the purpose of writing thank notes.

### **What Private donor information does NHUM collect?**

Our records consist of your name, contact information (address, email, phone number), and accounting of your donations. In addition, we keep track of our interactions with donors and keep note of any important information that would be beneficial to our relationship. For example: prayer requests, general background information, family make-up, connection to NHU, passions, volunteer preferences etc. We also keep track of contact preferences and do not contact if it is indicated by the donor.

### **How do you collect donor information?**

We only collect information that is sent to us along with a donation or provided by the donor themselves. We do not use third parties to gather private contact information.

### **Electronic Payment Information**

**NHUM does not hold donor credit or debit card information.** If we help a donor update their credit or debit card over the phone, we do not record the information in our internal systems. If we write down any information it is immediately shredded. We do have access to some of your payment information through our online giving processors, Give Direct and Giving Fuel, but we cannot see the entire credit card number for security purposes.

### **Sponsorship Donors**

Sponsor contact information, such as addresses, is removed from letters before they are given to your child. This is removed for your privacy and protection.

**Security**

NHUM's electronic records are password protected. NHUM staff is not allowed to share login information with anyone outside the organization. We also have a security expert on staff that ensures our records are protected. Our paper records are locked in secure storage.

**Questions or Concerns?**

We would be happy to discuss any questions or concerns you might have or review the information we have on file for you.

Contact:

Carly Winterstein

1-800-611-6486

[office@nhum.org](mailto:office@nhum.org)

**We take your privacy seriously and want to honor any preferences you may have.**