

# SECOND HARVEST FOOD BANK OF MIDDLE TENNESSEE DONOR PRIVACY POLICY

*Updated July 1, 2024*

As a donor providing personally identifying information ("Personal Information") to Second Harvest Food Bank of Middle Tennessee ("Second Harvest") or any of our staff, you acknowledge and consent to the terms and conditions outlined in this policy. You also consent to our processing and use of Personal Information for the purposes stated below.

## PERSONAL INFORMATION:

"Personal Information" refers to information that specifically identifies you, such as your name, address, telephone number, and email address. We collect and store the personally identifiable information you provide us through email addresses listed on our website or when you contact us in person, by phone, or email with inquiries. When you register for an event, we collect your name, email address, and other contact information. Furthermore, when you make a contribution, whether through our website, at a volunteer or special event, over the phone, or by mail, we collect your name, email address, telephone number, and payment details. The examples given above serve as a sample of the personal information Second Harvest may collect. Occasionally, we may collect personal information from you through means not mentioned above.

## USE AND DISCLOSURE OF PERSONAL INFORMATION:

- We never rent or sell the personal data we collect to any third party. We may share the information we maintain, including Personal Information, collected on the website or through any other activities, with other third parties in the course of doing the regular business of Second Harvest. For example, your information may be shared with our direct mail vendor for the purpose of mailing on behalf of Second Harvest.
- We will not send you mailings on behalf of other organizations.
- We will collect payment information, billing address and other information necessary to process a donation or event registration.
- We will use your information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law or comply with legal process served on us.
- We will use personal information to protect against potential fraud. We may verify with third parties the information collected in the course of processing a gift, event registration or other donation. 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.

- We may conduct wealth screenings and targeted research to better understand our donors and their philanthropic interests. This includes gathering information from publicly available resources to gain insight into your ability and propensity to support the mission of Second Harvest. In some cases, we may engage trusted third-party partners to expedite this research process.
- We may utilize automated or manual analysis techniques to segment the information we hold about you in our database based on proprietary scoring methods. These scores are generated by considering personal data, your previous engagement with SECOND HARVEST, and indicators of future engagement. The analysis of these scores helps us better understand our supporters and ensures efficient and targeted communications.
- You have the right to review information that we have collected about you. To review that information please [contact us in writing](#).

**We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers, and vendors.**

Except as described in this Privacy Policy or at the time we request the information, we do not otherwise disclose your personal information to any third parties.

## **CHANGES TO THE PRIVACY POLICY:**

We reserve the right to modify this Privacy Policy periodically. The date of the last update will be indicated at the top of this Privacy Policy.