

**Operation Healing Forces  
Donor Privacy Policy**

**Policy**

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**Purpose**

Operation Healing Forces is committed to respecting the privacy of our donors. We understand your concerns about safety and security and want to assure you that we make every effort to safeguard your privacy when you make donations to OHF.

**Information Collected**

Here are the types of donor information that we collect and maintain:

- Contact information: name, organization/company, complete address, phone number, email address
- Donation information: amounts donated, type of donation, date of donation(s), method and stimulus
- Your requests and comments

**How Information is Used**

Operation Healing Forces uses your data to maintain records of donations, send acknowledgements, mail year-end tax statements to you, send newsletters, notices and direct mail pieces, and for internal marketing purposes.

We normally add you to our mailing list, unless you request otherwise.

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.

We do NOT list individuals' names in ANY of our publications unless you give us direct verbal or written permission to do so. Corporate and Foundation sponsors are listed in our Annual Report and event programs.

We use your written comments/letters occasionally to post on our website (in an anonymous fashion), and to respond to your inquiries.

Credit card numbers are NOT retained once processed. As an added security measure, our website is enrolled in Trustwave's Trusted Commerce™ program to validate compliance with the Payment Card Industry Data Security Standard (PCI DSS). Donations over 2% of our entire budget must be reported on IRS Form 990, Schedule B.

### **No Sharing of Personal Information**

Operation Healing Forces will not sell, rent, trade or transfer your personal information to outside organizations. Use of donor information will be limited to the internal purposes of Operation Healing Forces and only to further the mission of Operation Healing Forces. Nevertheless, security measures may not prevent all losses, and OHF is not responsible for any damages or liabilities relating to security failures. In the case of any compromise of personal information, Operation Healing Forces will follow guidelines included in our Incident Response Plan. The incident response plan can be requested by any donor at any time.

### **How Information is Protected**

- VPNs are utilized on all OHF computers and smart phones
- Operation Healing Forces is enrolled in Trustwave's Trusted Commerce™ program to validate compliance with the Payment Card Industry Data Security Standard (PCI DSS) mandated by all the major credit card associations including American Express, Diners Club, Discover, JCB, MasterCard Worldwide, Visa, Inc. and Visa Europe.
- Encryption of our donor database by Lightcrest whose other clients include the Secret Service and the Federal Bureau of Investigation and SSL encrypted connections with the same level of security used by online banks to protect against eavesdropping and tampering with or forging the contents of your transmission.

### **Removing Your Name From Our Mailing List**

Please contact us if you wish to be removed from our mailing list. Email [info@ophf.org](mailto:info@ophf.org) or call (727) 221-5071.