

Food Bank of Northwest Louisiana

Donor Privacy Code

Privacy and Security:

The Food Bank of Northwest Louisiana (FBNWLA) respects the privacy of our constituents and is serious about protecting your privacy. This policy will explain how we gather and use personal information submitted to us. Therefore, by being in communication with us, you are agreeing and accepting this policy. This policy applies to On-line and Off-line donations.

Information Collected:

The Food Bank of Northwest Louisiana only collects information that is volunteered during the registration process or in any responses to specific information requests. We do need this information in order to provide services that you request and respect your preferred channels of communication. Examples of the information collected includes: information knowingly provided by you through online forms, surveys, email addresses, personal financial and/or demographic information, charitable contributions, telephone numbers, and addresses. We may also collect your IP address and information through the use of electronic 'cookies.' However, we limit the use and collection of information about you to that extent which is necessary to administer our operations.

How We Use That Information:

FBNWLA does not sell, rent or share donor information with third parties. Except as otherwise indicated, FBNWLA uses the personally identifiable information ("Personal Information"): (a) to respond to any donor inquiries or questions about our services; (b) for internal marketing purposes and as part of FBNWLA's donor database; (c) to provide donors additional and updated information, materials and other advertisements regarding FBNWLA services; (d) to cooperate with government officials or parties in litigation under process of law, or as otherwise required by law; (e) to protect the security or integrity of the Site; (f) to protect against a threat of safety or destruction of property; and/or (g) to protect against legal liability.

In an effort to encourage philanthropy and promote giving opportunities at corporations, FBNWLA staff work closely with corporate philanthropy managers on fundraising campaigns. When philanthropy managers are actively fundraising by soliciting donations from their constituents, FBNWLA may provide donor names and gift amounts to corporate philanthropy managers on a discretionary basis unless otherwise instructed by the donor. Before providing donor gift information, the corporate philanthropy manager must sign a confidentiality agreement. A confidentiality agreement must be on record at FBNWLA in order for donor names and gift amounts to be released to philanthropy managers. Philanthropy managers will not be provided with personal donor information such as telephone numbers, spouse names or personal addresses.

Anti-Spam Policy and Your Opt-Out Rights:

The Food Bank of Northwest Louisiana has a no tolerance spam policy and is committed to 100% permission-based communication. Spam is unsolicited email also known as junk mail or UCE (Unsolicited Commercial Email). If you have received an email in error, you may remove your information from our database by responding to any of our email communications with "remove" in the subject line or clicking the available "unsubscribe" link.

Change in Policy:

We reserve the right to change this policy at any time. Depending on the nature of the change, we may notify you of the existence and location of the new or revised policy through email or by posting the changes online. To request a copy of our donor privacy policy, please send an email to development@foodbanknla.org.