



HELPING HANDS, ORILLIA

Donor Bill of Rights Policy

FILE UNDER SECTION: **PO-FN-0011**

EFFECTIVE: April 1, 2018

SUB-SECTION: **POLICIES, OPERATIONS**

REVIEWED:

PURPOSE

Donors are entitled to understand how they will be treated and how their personal information will be used. This policy will provide clear guidelines about how a donor will be treated and will ensure that Helping Hands earns our donors' trust and confidence.

POLICY STATEMENT:

Helping Hands' staff and volunteers will consistently ensure that the rights of donors as outlined in this policy statement are followed.

Helping Hands will post a link to the Donor's Bill of Rights on the landing page for donations on the Helping Hands website.

PROCEDURE:


Our donors have the right to:

1. access information about Helping Hands including:
 - a. mission and strategic plan;
 - b. board members including their names and academic and vocational background; and
 - c. finances, including the audited financial statement and the current year's budget.
2. assurance that their donations will be used for the purpose that they were given;
3. be recognized and thanked for their donation;
4. receive a receipt for charitable tax purposes within the rules set out by Canada Revenue Agency (CRA) or to receive an explanation about the CRA rules that restrict Helping Hands from issuing a receipt;
5. confidentiality knowing that Helping Hands will (within the extent allowed by the law);
 - a. request permission before publishing the names of donors, even for purposes of recognition;

- b. maintain confidentiality with regards to information collected about donors including their address and donation amount;
 - c. follow all relevant legislation related to the gathering of information and protecting privacy;
 - d. never sell or otherwise share donor lists.
6. receive information about any person soliciting funds on behalf of Helping Hands including their name, position with Helping Hands and whether the person is a member of the staff, a volunteer with the agency or a third-party solicitor;
 7. assurance that the compensation of the person soliciting a donation is not tied to the donation amount;
 8. be excluded from future Helping Hands communications upon their request;
 9. receive prompt and truthful answers to any questions they have about the use of donated funds; and
 10. make donations anonymously.

SEE RELATED:

- Donation Processing Policy
- Donation Acceptance Policy



VP, Operations

April 2/18

Date