



Donor & Solicitation Policies

I. Donor Bill of Rights

Friends of the Boundary Waters Wilderness recognizes the Donor Bill of Rights.¹

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To ensure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the nonprofit organizations and causes they are asked to support, we declare that all donors have these rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations for their intended purposes.
2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed of whether those seeking donations are volunteers, employees of the organization or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

¹ The Donor Bill of Rights detailed in this document was developed by the American Association of Fund Raising Counsel, the National Society of Fund Raising Executives, the Association for Healthcare Philanthropy, and the Council for Advancement and Support of Education.

II. Donor Privacy Policy

Storage of Donor Information

All donor information is stored in a secure electronic database and cloud-based server.

Use of Donor Contact Information

Donor information is used to process transactions and maintain communications with donors (ie: thank-yous, renewal letters, action alerts etc). Donors who provide an email address with their donation are added to our email contact list. Donor mailing addresses are added to our newsletter mailing list.

To Discontinue Communications

Donors can discontinue communication with Friends by contacting our office directly or opting-out of email communications through a “Safe Unsubscribe” link that is included at the end of each email that is sent. Friends of the Boundary Waters Wilderness (FBWW) honors every donor’s right to discontinue communications without warning or explanation – See Discontinuing Communications Policy, Section III.

Records of Donation Activity

Records of donors’ donation activity are kept in a secure electronic database. Records of donation activity is never shared outside of the organization.

Annual Report

Donors names are recognized annually in our Annual Report. Donors that do not want to have their names printed in recognition, can elect to be recognized as anonymous givers by contacting FBWW staff directly.

Anonymous Gifts

Donors who wish to remain completely anonymous, can do so by send a check indicating an anonymous gift, or by making a donation online through Razoo (<http://bit.ly/RazooFBWW>) and selecting “Anonymous Donation.” FBWW receives no donor information for these transactions.

Restricted Gifts

Donors who wish to make a donation to a specific program of FBWW or for a specific use by the organization, can do so by contacting FBWW staff directly or by including a written note with their donation. FBWW will honor these intentionally restricted funds and report use of the donations accordingly.

List Exchanges

FBWW does not directly exchange lists with outside organizations. When a third-party organization’s mission aligns with FBWW initiatives, FBWW may produce a chaperoned mailing. However, donor contact information is not shared directly with outside parties.

Coalition List Building

Periodically, FBWW will contribute donor contact information to coalition work that FBWW is a part of. These coalitions are specifically developed to advance FBWW's mission and donor information is only contributed to coalitions in which FBWW is a lead partner. When making a donation, or signing up to receive information online, donors are given the option to opt-out of these collaborations by electing to be a part of a "Do Not Trade List." Electing to be on this list means that the donor's information will never be shared with any organization outside of FBWW. Donors can elect to be included on the Do Not Trade List at any time by contacting FBWW staff directly or making a note in FBWW's online giving form.

Storage of Financial Information

Credit card information for recurring donations is managed by Authorize.net, a secure merchant gateway. FBWW never stores credit card or bank account information from donors, other than those that elect to contribute through automated, recurring donations via Authorize.net.

Online Donations

All online transactions are processed through Salsa/Authorize.net. Additional online donations platforms include GiveMN and Razoo. These third party, gift-processing organizations have privacy policies that are available on their website (<https://givemn.org/privacy> | https://www.razoo.com/a/terms_and_privacy). Financial information is never stored as a part of online transactions unless donors elect to create an account with GiveMN/Razoo and store their credit card information on their personal accounts. FBWW does not have access to donors online, personal accounts with GiveMN/Razoo.

Making Changes to Personal Information

To make changes to personal contact information.
Donors can contact our offices directly at:

Membership Services
Friends of the Boundary Waters Wilderness
401 North 3rd Street, Suite 290
Minneapolis, MN 55401

Phone: 612-332-9630
Email: info@friends-bwca.org

III: Discontinuing Communications Policy

Policy

It is the policy of Friends of the Boundary Waters Wilderness (FBWW) to discontinue contacting any person upon that person's oral or written request directed to the organization itself, its professional fundraiser, or other agent.

The Friends shall maintain a record of all requests by persons who indicate to FBWW, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of the Friends.

Limitation

This policy does not prohibit contact by FBWW that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by FBWW that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

Procedure

Upon a person's (or a person's authorized representative's) request that FBWW discontinue further contacts, the person's name and address will be promptly removed from the Friend's database or modified to insure that no further contact is made with the requesting individual. FBWW will also take steps to insure that the individual's name is removed from any external databases or records under FBWW's control.

Permanent Record

The Friends will maintain a record of all requests for discontinuance of contact in perpetuity. Oral requests will be recorded in writing by the staff of FBWW and maintained with other written requests.

IV: Solicitation Policies

Patrons and Sigurd Olson Circle Donors

Donors whose annual contributions total \$500 and above:

- Receive two solicitations per year
- Mailed four newsletters per year (remittance envelope included in each newsletter)
- If no donation has been received in two years, donor will be removed from the Patron and/or Sigurd Olson Circle solicitation list and added to the general FBWW mailing list
- After being transferred to the general mailing list, donor will receive one more solicitation from FBWW
- If no donation is received from that solicitation, the donor will be transferred to the "Do Not Mail" list

- Donor contact info is retained while on the Do Not Mail list but is not used until a new donation is received or contact from the donor is made
- Sigurd Olson Circle donors, donors whose annual gifts total \$1000 and above, receive personal updates from the FBWW Executive Director and will receive an invitation to a private donor event once per year

FBWW Members/General Donors

Donors whose annual contributions total \$499 and below:

- Receive two solicitations per year
 - Annual Membership Renewal: Date of solicitation dependant on membership renewal date
 - Special Request: Either a Winter or Summer Appeal, dependant on membership renewal date
- Mailed four newsletters per year (remittance envelope included in each newsletter)
- If no donation has been received in two years, donor will be moved to the “Do Not Mail” list
- Donor contact info is retained while on the Do Not Mail list but is not used until a new donation is received or contact from the donor is made
- If any donor at any time wishes to stop receiving FBWW mailings or solicitations, a notification should be sent to FBWW staff and the donor will be placed on the “Do Not Mail” list

V: For More Information

For more information about Friends of the Boundary Waters Wilderness’s Donor and Solicitation Policies, please contact:

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