

# Donor Policy

We value the privacy of our donors and are committed to keep your information private. When you give your funds to us in person, online, via mail, or at any other venue or setting; we will not sell, trade, or share your name, address, phone number, email address with any other person or entity, nor send mailers/marketing materials for any other organization on their behalf.

As we rely on the generosity of donors such as yourself, we believe that you have the rights to the following when giving to Rays of Relief.

1. To be informed of the organization's mission and of the way the organization intends to use donated resources.
2. To be informed of the identity of those serving on the governing board of the organization and to expect the board to act in good faith in its stewardship of donated monies and responsibilities.
3. To have access organizations most recent financial statements.
4. To ensure the donations given will be spent in accordance with the donor's intent.
5. To ensure donors will receive the appropriate acknowledgement and recognition for their gift (Should they wish to be recognized). Additionally, to ensure the organization's commitment to privacy should the donor wish to remain anonymous.
6. To ensure donors are treated with respect, compassion, empathy and dignity in all interactions with any individual of the organization or any representative of the organization.
7. To receive prompt, forthright answers to questions. To ensure fundraising will be truthful and accurate.
8. To ensure the ability to opt out of mailing and fundraising solicitations, to include email lists and newsletters. The opt out request will be honored promptly.

## Use and Disclosure of Personal Information

We will only share your personal information if you give us specific permission to do so.

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, protect and defend our rights or act in urgent circumstances to protect the personal safety of others.

We will use the 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.

You have the right to review information that we have collected about you. To review that information please contact us in writing at 5804 Babcock Rd #332 San Antonio, TX 78240. Or email us at [info@raysofrelief.org](mailto:info@raysofrelief.org)

*Rays of Relief*  
Real. Radiation. Reassurance.