



DonorSnap
Donor Management Made Easy

DonorSnap
Data Privacy Policy
(Updated 10/5/2018)

The following outlines DonorSnap's policy with regards to data that is stored in a DonorSnap database.

I. Ownership

All data that your organization maintains in your DonorSnap database is the property of your organization. DonorSnap claims no rights to this data and will never use or sell this data to any person or entity. Each individual account has their own separate database and data is never combined or shared between databases. We do no analytical analysis of your data to attempt to mine out sellable information. We respect the privacy between your organization and your contacts. With the exception of access for support or legal purposes, we do not ever look at your data.

II. Access to Data

Only individuals with an authorized Site ID/User Name/Password combination have access to your data. DonorSnap will never disclose your password over the phone and will only provide a replacement password, in the event of a lost password, to the email account that is the registered Administrator on your account. Please guard your password, be careful in who you grant access to the system, and change user passwords on a periodic basis. The protection of your data is your responsibility. We provide SSL Socketing encryption that will inhibit anyone other than a properly recognized user from gaining access to the data.

DonorSnap technical staff does have access to your data but will only access this data in response to a technical support request or to ensure compliance with this policy. We will not copy this data, other than for back up purposes, or disclose this data while in the process of resolving a support request. If the support request is for custom report development or custom data extraction, we will only send this data to the authorized email address provided by the Account Administrator.

III. Disclosure of Data

DonorSnap will only disclose your data to legal authorities who have, through due process, been granted rights to your data. This generally would mean that they have a subpoena or court order granting them access to the data and compelling us to provide such data. We are under the jurisdiction of the United States Legal System. DonorSnap will notify the organization immediately if a subpoena, court order, request or any other document is received which DonorSnap believes to require the disclosure of data.



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IV. Storage of Data

DonorSnap owns or rents all of the storage media that contains your live database and archived copies of your data. We have a comprehensive back up plan that makes a copy of your data each evening to be stored on a server at another physical location. All back up processes and copies are done electronically and there are no physical copies of the media handled by humans and available other than what is maintained at the secured data server site. DonorSnap depends upon the owners and operators of these sites to maintain proper access controls, environmental conditions, etc... We use well respected, commercial organizations whose primary business is that of data storage and security.

V. Return of Data

Clients may download their data at any time utilizing the DataMiner export tool. In order to use this tool, your account will need to be in good standing for you to gain access to the system. DonorSnap staff will export and provide to you in Excel format any tables of data that DataMiner might not export. This data will be provided within 5 days of an email request and will be sent to the registered email on file for the organization. We do not provide exports of the Contact Master file since this is readily available to the organization.

DonorSnap will maintain customer data for a minimum of 2 months after an organization discontinues the use of the service. Data may be stored longer but there are no guarantees.

VI. Authorized Data Storage

In general clients may store whatever data the organization believes is necessary. However, at no time may any of the following data be maintained:

- Confidential Financial Information such as Social Security Number, Credit Card Numbers and Financial Institution Data (account numbers, bank routing numbers, etc...)
- Illegal or illicit information
- Pornographic material
- Copies of Copyrighted materials

If, in DonorSnap's sole judgment, the system is being used for illegal or unethical purposes, we will provide you with email notification, suspend your account, return your data and refund any funds on a prorata basis. If the information is clearly illegal in nature, we will notify the proper authorities.