

## **Soup-n-Share Outreach Program (SNSOP)**

Long-term support from SNSOP donors and volunteers is of paramount importance to the organization. Maintaining a strong, trusting relationship with our supporters is of vital importance in creating a path to self-sufficiency to men, women and children we serve...individuals who are experiencing food insecurities and other vital needs.

Providing superior stewardship and thoughtful funding opportunities are also of great importance to the long-term success of our organization. Balancing the needs and desires of our supporters, along with meeting the need for efficient and effective fundraising practices, are the principles that underpin our online and offline communications strategy. The purpose of this policy is to ensure that we conduct our fundraising in compliance with nationally established guidelines while ensuring that our supporter's trust and faith in us is well placed and deserved.

### **Privacy Policy**

1. Soup-n-Share Outreach Program will maintain active control of our contributor lists and will not sell, rent or trade contributor or volunteer names to any outside organization nor shall we disclose privileged or confidential information to unauthorized parties.
2. We will respect the privacy of all members by offering a means by which their names may be suppressed upon their request, and we will honor their requests. Additionally, we will honor our supporter's wishes if they do not want to be contacted by phone, mail or email.
3. Some donors may be recognized in publications like our newsletter, annual report and event programs, along with social media programs such as Facebook, Twitter and LinkedIn. Testimonials will be published only with the consent of the donor. Donors may also notify us if they prefer that all or some of their contributions be made anonymously and not publicly recognized.
4. In an effort to create life-long relationships with our supporters, our development staff will only call on an as needed basis to engage them in our various events and a maximum of two calls per quarter in an effort to seek a direct gift. However, at a minimum we will call selected donors to personally thank them for their generous support.
5. Soup-n-Share Outreach Program will never hire a third-party organization to solicit funds unless authorized by the Board of Directors.
6. On occasion, SNSOP will contract with a third-party commercial organization to update our donor and volunteer contact information. Phone numbers will only be added to our database if the information is public. Those who do not want their email given to Soup-n-Share Outreach Program will not be entered into our database.
7. We will maintain complete and accurate records of all uses of contributor information for at least such time as required by law.

### **Solicitation Policy**

1. Soup-n-Share Outreach Program shall take great care to ensure that all solicitation and communication materials are accurate and correctly reflect their organizations' mission.
2. Soup-n-Share Outreach Program shall ensure donors receive informed, accurate and ethical advice about the value and tax implications of contributions.
3. Soup-n-Share Outreach Program shall take care to ensure that contributions are used in accordance with donors' intentions.
4. Soup-n-Share Outreach Program shall take care to ensure proper stewardship of all revenue sources, including timely reports on the use and management of such funds.
5. Staff shall not disclose privileged or confidential information to unauthorized parties.