



Sanctuary in Trauma Donor Privacy Policy

Sanctuary in Trauma is committed to honoring our donors' privacy. We do not rent, sell, or exchange donor information with others. A donor's information is recorded to keep the donor informed about the ministry and provide opportunities to support our programs. At times, we may publicize donors' names for appreciative recognition. If you do not wish to be recognized, please contact us at info@sanctuaryintrauma.org or call 331-980-0150.

Direct Mail and E-Mail Messaging

It is our desire to avoid sending unwanted mail to our donors. Please contact us if you wish to be removed from our mailing list. If you have comments, questions, or suggestions about our donor privacy policy, please contact us at info@sanctuaryintrauma.org or call 331-980-0150.

We collect and maintain the following types of donor information:

- Contact information (name, organization/church, address, e-mail, telephone number)
- Payment information (credit card/bank numbers, expiration dates, and gift amounts)
- Connection information (how you heard the ministry, how you support the ministry)
- Requests to receive periodic updates (newsletters, appeals, prayer concerns, e-mails)

Sanctuary in Trauma uses your information to understand your needs and provide you with better service as a supporter. Specifically, we use the credit card information you provide to complete the desired transaction. Upon successfully processing the transaction, we do not retain the full credit card number or expiration date. However, if you request a recurring series of transactions, the necessary credit card information is securely stored until the pledge/gifts have been completed and the credit card number and expiration date are destroyed.

We will retain the mailing address and e-mail address(es) provided to communicate with you and provide ministry updates. We use any comments you offer or requests you make to respond with the appropriate information or cease certain forms of communication, as you so desire.

Sanctuary in Trauma will not sell, rent, give, or lease your personal information to other organizations or individuals for any reason whatsoever. We will not share your personal contact information with any person(s) within the ministry beyond the ministry's development and leadership team. Use of donor information will be strictly limited to the internal maintenance of ministry records and only to further the ministry activities and purposes of the ministry.

SMS (Text) Messaging Service

If you opt into our SMS messaging service, you agree to the following terms regarding how we handle your data:

- **Data Collection:** We will collect your name, email address, mailing address, and mobile phone number when you sign up for SMS updates. The information will be collected via the website contact form, e-mail, rental agreement, or third-party reservation systems.
- **Date Usage:** We use your data solely for sending updates, promotions, and reminders related to our products and services.
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information as long as you are subscribed to our SMS services. You may request deletion at any time.

- MESSAGE AND DATA RATES MAY APPLY: Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- Messages are recurring, and message frequency varies.
- Contact Sanctuary in Trauma at info@sanctuaryintrauma.org or call 630-233-9197 for HELP or to STOP receiving messages.
- Opt-Out: You can opt out of the SMS list at anytime by texting, emailing, or replying STOP or UNSUBSCRIBE to info@sanctuaryintrauma.org or 630-233-9197. After unsubscribing, you will receive a final SMS to confirm you have unsubscribed, and we will remove your number from our list within 24 hours.
- You can send HELP for additional assistance, and you will receive a text including our phone number, e-mail, and website. We are here to help you.
- Non-Sharing Clause: We do not share your data with third-parties for marketing purposes. Sanctuary in Trauma will not sell, rent, or share the collected mobile numbers.