

Rockport Music Donor Privacy Policy

Rockport Music, Inc. dba Rockport Music (RM) is committed to respecting the privacy of our donors. RM provides this Donor Privacy Policy to inform donors of the information we collect, the way your information is used, and your options, including the opportunity to remove your name from our email and/or postal mailing lists, if you desire to do so.

Information Collected

Here are the types of donor information that we collect and maintain:

- Contact information: name, organization, address, phone number, email address;
- Payment information such as credit card number, expiration date, security code, and billing information is only maintained with (donor) approval in a secure CRM system that is not visible by staff or others;
- Information concerning how you heard about RM;
- Information you share with RM: questions, comments, suggestions; and
- Names of individuals who request updates and the periodic mailings sent in response to such requests (e.g., specific fund-raising appeals, policy changes, public announcements, and newsletters).

How Information is Used

RM uses your information to understand your needs and provide you with better service. Specifically, we use your information to help you complete a transaction, communicate back to you with receipts and thank you letters, update you on RM happenings, conduct internal analysis of donations, and report to relevant U.S. and State agencies. RM also includes your name in published donor acknowledgement lists and/or promotional materials, unless you request to remain anonymous.

Online Payment Processing Services

RM only uses established online payment processing services with extensive experience and strong reputations for security. RM does not store, nor does it have access to, your credit card information, bank account numbers, or other account data you provide to those processing services.

Donations Submitted with Credit Card Information Directly to RM

Credit card information given by donors directly to RM is used only for processing donations and is destroyed once the donation is processed.

No Sharing of Personal Information

RM will not sell or trade a donor's personal information or send donor mailings on behalf of other organizations. RM will also not share a donor's personal information except as noted above. We educate our employees and volunteers on the importance of protecting the privacy and security of all donor information.

Supporter Wish Compliance

We will comply with the expressed wishes of any donor, made in writing, who:

- Does not want to be listed in published donor acknowledgement lists or credited in any promotional material or wishes to be credited as "Anonymous."
- Requests to be removed from our mailing lists

Remove Your Name From Our Mailing List

Please contact us if you wish to be removed from our email and/or postal mailing lists.

Contact Us

If you have questions about this Donor Privacy Policy, please email info@rockportmusic.org, call 978-546-7391 or write to:

Rockport Music
16 Main Street
Rockport, MA 01966