



## Joy Ranch Donor Privacy Policy

Joy Ranch, a Christian Home for Children is committed to respecting the privacy of our donors. We have developed this privacy policy to ensure our donors that donor information will not be shared with any third party unless required by law, regulatory or court order, or legal process.

**Awareness.** Joy Ranch, a Christian Home for Children provides this Donor Privacy Policy to make you aware of our privacy policy, and to inform you of the way your information is used. We also provide you with the opportunity to remove your name from our mailing list, if you desire to do so.

**Information Collected.** Here are the types of donor information that we collect and maintain:

- contact information: name, organization/church, complete address, phone number, email address;
- payment information: credit card number and expiration date, and billing information; bank account number and routing number for echeck processing;
- information concerning how you heard about Joy Ranch, a Christian Home for Children;
- information you wish to share: questions, comments, suggestions; and
- your request to receive periodic updates; e.g., to all our donors and to individuals who request it, we will send periodic mailings related to specific fund-raising appeals, prayer concerns, and newsletters.

**How Information is Used.** Joy Ranch, a Christian Home for Children 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, and update you on ministry happenings. Credit card numbers are used only for donation or payment processing and are not retained for other purposes. We use the comments you offer to provide you with information requested, and we take seriously each recommendation as to how we might improve communication.

**No Sharing of Personal Information.** Joy Ranch, a Christian Home for Children will not sell, rent, or lease your personal information to other organizations. We assure you that the identity of all our donors will be kept confidential. Use of donor information will be

limited to the internal purposes of Joy Ranch, a Christian Home for Children and only to further the ministry activities and purposes of Joy Ranch, a Christian Home for Children.

**Removing Your Name From Our Mailing List.** It is our desire to not send unwanted mail to our donors. Please contact us if you wish to be removed from our mailing list.

**Contacting Us.** If you have comments or questions about our donor privacy policy, please send us an email at [Bookkeeper@JoyRanch.org](mailto:Bookkeeper@JoyRanch.org) or call us at (276) 236-5578. You may also send mail to us at P.O. Box 727, Hillsville, VA 24343.

**Accountability:** We are a member of the ECFA for financial accountability.  
[www.ECFA.org](http://www.ECFA.org)

*No goods or services were provided in exchange for the gifts other than intangible religious benefits*



*A higher standard.  
A higher purpose.*



**NACCF**  
National Association of  
Christian Child and Family Agencies

