

Donor Privacy Policy

QUALIFIED LISTENERS is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect your personal information.

QUALIFIED LISTENERS 's Commitment to Security

QUALIFIED LISTENERS encrypts billing information wherever requested online. Personal information is accessible only by staff and volunteers designated to handle complaints or requests. All QUALIFIED LISTENERS agents and contractors with access to personal information are also bound to adhere to this policy as part of their contract with QUALIFIED LISTENERS.

Personal Information that QUALIFIED LISTENERS May Collect

QUALIFIED LISTENERS collects the following types of personal information: names, postal and e-mail addresses, phone and facsimile numbers, billing information, and complaint and inquiry information. QUALIFIED LISTENERS may also collect information from charities that apply for accreditation and for program participation, some of which might constitute personal information, as well as personal information from individuals acting solely in their work capacity.

QUALIFIED LISTENERS does not collect or maintain information from those actually known to be under the age of 13, and no part of our site is structured to attract anyone under the age of 13.

Charity Information that QUALIFIED LISTENERS May Collect Online

To participate in the QUALIFIED LISTENERS 's free accreditation review, a charity completes a special online charity questionnaire that is password protected. QUALIFIED LISTENERS also requests copies of the following three documents as part of its accreditation review: (1) charity audited financial statements, (2) IRS Form 990 and (3) annual report. These three documents will be available on request from QUALIFIED LISTENERS to the inquiring public.

How QUALIFIED LISTENERS May Use Personal Information

QUALIFIED LISTENERS will use your personal information for the purpose for which it was submitted such as to reply to inquiries, handle your complaints and process billing and charity requests related to program participation, and we will use such information to provide operational notices, and in program recordkeeping and to conduct research on industry marketplace practices. Our research may lead to the publication of aggregate demographic data but will not result in the reporting or publication of any personal information provided to us.

How Your Information May Be Shared

Complaints, requests or inquiries about nationally-soliciting charities are processed directly by QUALIFIED LISTENERS. It is also possible that a complaint, request or inquiry (about a regionally soliciting charity) will be more appropriately handled by another QUALIFIED LISTENERS, in which case the request or inquiry will be transferred to the proper QUALIFIED LISTENERS. By completing a complaint form or sending us a request or inquiry, you are allowing us to forward your information to the proper charity and also to the proper QUALIFIED LISTENERS, if necessary. Donor inquiries (i.e. individuals asking about specific charities to assist in making their giving decisions) may be forwarded by email, and donors should recognize that this method of transmission may not be secure. QUALIFIED LISTENERS may also share your personal information with QUALIFIED LISTENERS for QUALIFIED LISTENERS to research industry marketplace practices. Just as in any research we may do, QUALIFIED LISTENERS research will not result in the reporting or publication of any personal information. QUALIFIED LISTENERS never sells or rents personal information.

We will also release personal information under the following circumstances:

- Where release is required by law (for example, a subpoena) or regulation, or is requested by an agency for governmental investigative purposes or governmental proceedings;
- Where our records indicate a company may be engaged in fraudulent activity or other deceptive practices that a governmental agency should be made aware of; or
- To appropriate persons, where your communication suggests possible harm to others.

If your personal information changes or you would like to review the personal information we may have on file, please email us with the new information or your review request at GregG@QualifiedListeners.org.

Computer Tracking and Cookies

Our web site is not set up to track, collect or distribute personal information not entered by its visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our site. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. QUALIFIED LISTENERS uses non-identifying cookies to provide easier site navigation and access to forms. You can still use QUALIFIED LISTENERS site if your browser is set to reject cookies. Our cookies do not generate personal data, do not read personal data from your machine and are never tied to anything that could be used to identify you.

Problems

If you have a complaint about QUALIFIED LISTENERS's compliance with this privacy policy, you may contact us at GregG@QualifiedListeners.org.

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