



Homeless Empowerment Program Privacy Policy

The Homeless Empowerment Program (HEP) is committed to protecting every donor's privacy. The purpose of this statement is to detail issues concerning privacy with all online and offline communications.

What information do we collect?

While interacting with us online or offline, we may ask you to give us various pieces of personal information regarding donations, donation pickup, feedback, volunteering, or other aspects of the organization. The information gathered may include name, local address, telephone number, and e-mail address. Information about the type of group donating (such as business, school, faith organization, etc.), the number of beneficiaries of the donation, the type of donation (monetary or other), and condition of the donation may also be requested.

How Do We Use, Share, and Protect Your Data?

Personal information is used in an internal database for recording donations, providing donation receipts, for use in the sending of our periodic newsletters/appeals, and informing donors and other interested parties of events and needs at Homeless Empowerment Program (HEP).

Donor Management – We use a third-party software company to manage and update your personally identifying information, communication and donation history, and mailing and communication preferences. Data is stored securely at an offsite data warehouse. We rely on this trusted constituent management software to help us respond to your requests, manage the processing of your donation, and continue to improve your experience with Homeless Empowerment Program (HEP).

Payment Processing – We use trusted third-party payment processors that comply with Payment Card Industry Data Security Standards (PCI) for receiving and processing your financial transactions to Homeless Empowerment Program.

Marketing and Fundraising – HEP receives 100% of your contribution and does not use professional fundraising solicitors. It is our policy not to sell or rent your personally identifiable information to any third parties nor send donor mailings or e-mails on behalf of other organizations.

HEP uses premium security measures, such as Secure Sockets Layer (SSL) technology, to keep your personal information as secure as reasonably possible and to protect against loss, misuse, and alteration of the information under our control. We help protect your information by working with partners that provide a secure and safe environment for all personally identifiable information.

How do you contact us regarding your information?

If you wish to review and update your personal information, stop or limit the amount of mail or emails you receive, or have any question or concerns, please contact the Marketing & Fundraising Department at 727-442-9041 x135 or Rebecca@HEPempowers.org, or write to:

Homeless Empowerment Program (HEP)

1120 North Betty Lane

Clearwater, FL 33755

Attn: Marketing & Fundraising Department