

PHILADELPHIA ZOO

3400 West Girard Avenue ■ Philadelphia, PA 19104-1196 ■ philadelphiazoo.org

Donor Privacy Policy

Donor Consent and Rights

As a donor submitting personally identifying information to The Zoological Society of Philadelphia (“Philadelphia Zoo”) or any Zoo staff through electronic, written, or oral communications, contributions, event registrations, and donor society memberships, e.g. Friends of Philadelphia Zoo and 1859 Society, you consent to the terms and conditions of the Donor Privacy Policy and to the Zoo’s processing and use of personal information for the purposes stated below.

Philadelphia Zoo respects our donors’ choices and control over their information. All donors have the right to review information that Philadelphia Zoo has collected and stored. To review that information, please contact the Zoo in writing. All donors also have the right to give anonymously, and, when Philadelphia Zoo is notified of this intention, donors will not be publicly recognized or listed on online or offline recognition platforms.

Philadelphia Zoo affirms all donor rights, as described in “[A Bill of Donor Rights.](#)”

Policy

Philadelphia Zoo collects and stores donor name, address, phone number, fax number, email address, spouse/partner name, age / birthdate, as provided by the donor through the Zoo’s website, at a special event, over the phone, by mailing a check, or through other contact and conversations with Zoo staff. From time to time, we may collect personal information from donors in ways not described above.

This information is used for the purpose of event registration, processing contributions, gift acknowledgement, donor recognition, solicitation, and relationship development between donor(s) and Philadelphia Zoo.

We will not sell, share, or trade our donors' names or personal information with any other entity, nor send mailings to our donors on behalf of other organizations.

We will collect payment information, billing address and other information necessary to process a donation or event registration. To the extent any donations are processed through a third-party service provider, our donors’ information will only be used for purposes necessary to process the donation.

We will use the personal information to protect against potential fraud. We may verify with third parties the information collected in the course of processing a gift, event registration, or other donation. If you use a credit or debit card on the website, we may use card authorization and fraud screening services to verify that your card information and address matches the information that you supplied to us and that the card being used has not been reported lost or stolen.

We will use your information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law or comply with legal process served on us.

Except as described in this Privacy Policy or at the time we request the information, we do not otherwise disclose your personal information to any third parties.

This policy applies to all donor information received by Philadelphia Zoo, both online and offline, on any platform, including Philadelphia Zoo website and mobile applications, as well as any electronic, written, or oral communications.

Policy Changes

Philadelphia Zoo reserves the right to change its Donor Privacy Policy, and will note an effective date at the top of this Policy.

Contact

Donors may contact Ray Solis, Development Operations Manager, at 215-243-5351, solis.ray@phillyzoo.org, or via mail at the address listed below, with any questions.

Ray Solis
Development Operations Manager
Development Department
Philadelphia Zoo
3400 W. Girard Avenue
Philadelphia, PA 19104

A DONOR BILL OF RIGHTS

DEVELOPED BY:



Association of Fundraising Professionals (AFP)



Association for Healthcare Philanthropy (AHP)



Council for Advancement and Support of Education (CASE)



Giving Institute: Leading Consultants to Non-Profits

PHILANTHROPY is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

I

To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

II

To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

III

To have access to the organization's most recent financial statements.

IV

To be assured their gifts will be used for the purposes for which they were given.

V

To receive appropriate acknowledgement and recognition.

VI

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

VII

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII

To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.