



## Holy Apostles Soup Kitchen Web Privacy Policy

**Holy Apostles Soup Kitchen** is a New York City-based nonprofit organization whose mission is to feed the hungry, comfort the afflicted, seek justice for people experiencing homelessness, and provide hope and opportunity to those in need. The Soup Kitchen provides a hot meal service each weekday, a food pantry program on Tuesdays, Wednesdays, and Thursdays, and a robust social services program that provides guests with basic essentials such as toiletries, as well as counseling and referral services.

We are committed to protecting your privacy. To enhance your experience on our website, [holyapostlesnyc.org](http://holyapostlesnyc.org), and to gather some information about the kind of visitors using our website, we occasionally ask for information about you. Below, you will find descriptions of the instances when the website requires and/or requests information from you, and how this will benefit you.

This Privacy Policy applies to all information received by Holy Apostles Soup Kitchen, both online and offline, on any Platform, ("Platform", includes Holy Apostles Soup Kitchen's website, mobile applications, and social media), as well as any electronic, written, or oral communications.

### Email Alerts and Notifications

You have the opportunity to receive email alerts, e-newsletters and notifications about important news and information from Holy Apostles Soup Kitchen. If you opt-in to this service, we will need to know your name and email address. As with all information we collect from you, we will never sell this information to anyone without your consent. Holy Apostles Soup Kitchen currently utilizes a service called MailChimp for distribution of our alerts, newsletters, etc. Their privacy policy can be found here:

<http://mailchimp.com/legal/privacy>

### Disclosure

We will not sell any information collected on our website. However, we may share a mailing list with other partners in the human services industry. This is never done without your ability to opt out or otherwise offer your prior consent. We do reserve the right to release information you have submitted when law requires such release.

### Usage Data

We currently use a tool called Google Analytics to collect information about use of our Site. Google Analytics is described as "a web analytics tool that helps website owners understand how visitors engage with their website. Google Analytics collects information anonymously. It reports website trends without identifying individual visitors." Google Analytics uses first-party cookies to track visitor interactions. Cookies are small files stored on the hard drive of your computer. This file only identifies your computer to the Site enabling our Site to recognize you when you return to the Site so that it can remember your preferences and personal settings. Browsers do not share first-hand party cookies across domains. Google's ability to use and share information collected by Google Analytics about your visit to our website is restricted by [Google Analytics Term of Use](#) and [Google Privacy Policy](#) respectively.

### Links to Other Sites

This Site contains links to other websites. We are not responsible for the privacy practices or the content of such websites.



### **Our Use of Information**

By providing information about yourself or your organization on our Site, you are giving consent to us to use this information internally. We reserve the right to change our policy. If our policy should change regarding the use of this information, it will be posted in this privacy statement.

### **Surveys**

From time-to-time, our organization requests information via surveys. Participation in these surveys is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and mailing address), and demographic information (such as zip code, age level). Survey information will be used for purposes of monitoring or improving the use and satisfaction of our organization and/or more broadly informing the field of food insecurity and housing instability.

### **Changes to Your Information**

If at any time you need to make changes to the information you have supplied, you may contact us via telephone at 212-924-0167 or via email at [funddevelopment@holypostlesnyc.org](mailto:funddevelopment@holypostlesnyc.org).

### **Choice to Opt Out**

If at any time you wish to stop receiving information from us, or to have your name and other personal information removed from our contact database, please click on 'unsubscribe from this list' link at the bottom of the email or forward the email to our web administrator at [news@holypostlesnyc.org](mailto:news@holypostlesnyc.org) indicating your desire to opt-out by typing "Remove" in the subject line.

**If you feel that we are not abiding by any part of this privacy policy, you should contact us immediately via telephone at 212-924-0167 or via email at [funddevelopment@holypostlesnyc.org](mailto:funddevelopment@holypostlesnyc.org).**



**HOLY APOSTLES**  
Soup Kitchen

## Holy Apostles Soup Kitchen Donor Privacy Policy

**Holy Apostles Soup Kitchen** is a New York City-based nonprofit organization whose mission is to feed the hungry, comfort the afflicted, seek justice for people experiencing homelessness, and provide hope and opportunity to those in need. The Soup Kitchen provides a hot meal service each weekday, a food pantry program on Tuesdays, Wednesdays, and Thursdays, and a robust social services program that provides guests with basic essentials such as toiletries, as well as counseling and referral services.

**Holy Apostles Soup Kitchen** maintains the highest respect for the privacy of our donors. To enhance your experience as a donor and ensure we are able to adequately acknowledge your charitable giving, we occasionally ask for information about you. Below, you will find descriptions of the instances when our staff or our technology platforms will request information from you, and how this will benefit you. This policy also outlines our donor privacy protocols that enable you to securely and confidently offer your support of Holy Apostles Soup Kitchen.

Holy Apostles Soup Kitchen collects and uses personal information from its donors that includes:

- Contact information (name, address, telephone number, and email address).
- Giving information.
- Information on events attended, publications received, and special requests for program information.
- Information provided by the donor in the form of comments and suggestions.

Holy Apostles Soup Kitchen uses donors' information to understand their interests in its mission and to update them on the organization's plans and activities. It is shared with staff, board members, volunteers, and consultants only on a "need-to-know" basis. All volunteer fundraisers and consultants are required to sign non-disclosure agreements and confidentiality policies. Tax laws require Holy Apostles Soup Kitchen to keep contact information and contribution levels of donors on file. Examples of how Holy Apostles Soup Kitchen uses donor information include:

- Distributing receipts for donations
- Thanking donors for their contributions
- Communicating to donors about their impact and invitation to events, as appropriate
- Internal analysis and record keeping
- Reporting to relevant U.S. and state agencies as required by law (these reports are not for public inspection)
- Contacting donors to invite new contributions
- Informing donors of any changes to the privacy or gift policy

Access to donor financial information is strictly limited to the professional staff that processes that data. Additionally, Holy Apostles Soup Kitchen does not sell our donor list with any other organizations. Nor does Holy Apostles Soup Kitchen send donor mailings on behalf of other organizations. Occasionally, Holy Apostles Soup Kitchen may share a mailing list with other partners in the human services industry. This is



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## Soup Kitchen

never done without your ability to opt out or otherwise offer your prior consent. For those who do not wish to be included on a mailing list that might be shared with other organizations, donors should contact [funddevelopment@holyapostlesnyc.org](mailto:funddevelopment@holyapostlesnyc.org) to have their names removed. We do reserve the right to release information you have submitted when the law requires such release.

### **Anonymous Donor Status**

Holy Apostles Soup Kitchen respects any donor that wishes to remain anonymous in their support of our work. If you provide an indication with your donation that you seek to remain anonymous, Holy Apostles Soup Kitchen will not publish your name or affiliation on our website or in any documents. We will, however, maintain your information in our donor database for tracking purposes and any stewardship and tax acknowledgments that may be required.

### **Notice of Contribution on Website and in Annual Report**

Holy Apostles Soup Kitchen wants to recognize our supporters and partners. Therefore, we post a listing of our corporate sponsors on our website. This recognition is also given in our annual report which is posted online. Corporate sponsors may notify Holy Apostles Soup Kitchen if they want their information to remain private or be listed as anonymous. To opt out of being listed, simply contact Holy Apostles Soup Kitchen at [funddevelopment@holyapostlesnyc.org](mailto:funddevelopment@holyapostlesnyc.org). To protect donor privacy, Holy Apostles Soup Kitchen does not list individual donors on its website or in its Annual Report.

### **Solicitation – Opt-Out Option**

Occasionally, Holy Apostles Soup Kitchen will send out email or hard mail solicitations for support from individual donors based on past contributions or otherwise identified interest. If you do not wish to be contacted for this purpose, you can let us know at [funddevelopment@holyapostlesnyc.org](mailto:funddevelopment@holyapostlesnyc.org).

### **Third Party for Credit Card Processing**

Holy Apostles Soup Kitchen does not process any credit card information via our website. In the case of donations, the website has a link to secure sites, including our primary on-line donation portals through Classy and GiveLively. Donations made through Classy and GiveLively – including any donations made to charities other than Charity Navigator – are subject to the respective portals' privacy policies, which can be found at <https://www.classy.org/terms/privacy/> and <https://www.givelively.org/privacy>.

### **Contacts for Donor Relations**

Holy Apostles Soup Kitchen takes donor relations seriously and want donors to have an excellent experience with us, including the utmost respect for donor wishes regarding privacy and communication preferences. Please contact Nichole Guerra, Director of Development and Communications, with any questions. She can be reached at 646-998-6101 or via email at [nguerra@holyapostlesnyc.org](mailto:nguerra@holyapostlesnyc.org).

**If you feel that we are not abiding by any part of this privacy policy, you should contact us immediately via telephone at 212-924-0167 or via email at [funddevelopment@holyapostlesnyc.org](mailto:funddevelopment@holyapostlesnyc.org).**