

Financial Donor Privacy Policy

Updated 3/31/26

Our Commitment to Our Financial Donors

At FoodRecovery.org, your trust means everything to us. We will never sell, share, or trade your name or personal information with any other organization, and we will never send you mailings on behalf of third parties. This commitment applies to all information you share with us, whether online, by mail, or by phone. When monetary donations are processed through a third-party payment provider, your information is used solely to complete your gift. Because of donors like you, millions of pounds of food reach families across all 50 states.

Protecting your personal information is a responsibility we take seriously, and this policy explains exactly how we handle the information you share with us.

What Information We Collect

When you make a donation, register for an event, or contact us, we may collect:

- Your name, mailing address, email address, and phone number
- Payment information (credit card or bank details) necessary to process your gift
- Communication preferences you share with us
- Information submitted through our website contact forms or event registrations

All payment information is stored by a Payment Card Industry Data Security Standard (PCI DSS) compliant third party. FoodRecovery.org does not retain payment information on servers or devices owned by the organization.

We do not collect sensitive personal data such as Social Security numbers or medical information, and we ask that you refrain from sending us such information.

How We Use Your Information

We use your personal information to:

- Process and acknowledge your donation
 - Send tax receipts and official gift documentation
 - Share updates about our work and impact
 - Invite you to events or campaigns you may care about
 - Comply with legal requirements and protect against fraud
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What We Will Never Do

We will never sell, rent, or trade your personal information to any outside organization. We will never send you mailings on behalf of other organizations. Your information will not be used for any purpose beyond supporting your relationship with FoodRecovery.org.

Third-Party Vendors

We work with trusted third-party vendors (Givebutter, Donorbox) who are PCI DSS compliant to process financial donations, send communications, and maintain our donor database. These vendors are granted access to your information only as needed to perform services on our behalf, and they are contractually required to keep your data confidential. They are not permitted to use your information for any other purpose.

Your Choices

You are in control of your information. At any time, you may:

- Opt out of receiving communications from us by clicking "unsubscribe" in any email or contacting us directly
- Request that we remove your name from our mailing list
- Ask us to review, update, or correct the personal information we have on file

To make any of these requests, please contact us at hello@foodrecovery.org

Security

We use industry-standard security measures to protect your personal information, including encrypted transactions and secure data storage through PCI DSS third-parties (Stripe). While no system is perfectly immune to risk, we are committed to safeguarding your data with every tool available to us.

Updates to This Policy

We may update this policy periodically. When we do, we will note the revised date at the top of this page. We encourage you to review this policy from time to time.

Questions?

If you have any questions about this policy or how your information is handled, please reach out to us at hello@foodrecovery.org or call us at (202) 449-1507.

We are grateful for your trust and your generosity.