

Protecting Sponsor/Donor Personal Information

This document provides you with the information you need to protect sponsor and donors' personal information on-site at a Compassion event. Protection of our sponsor and donors' identification, and credit card information is a priority.

IDENTIFY

Each person who has contact with sponsors or donors' personal information should be clearly identified with a name badge or predetermined credentials.

- **Event Manager, Event Facilitator, or Independent Contractor (IC):** should be designated and trained prior to the event and may have credentials or have a name badge to clearly identify him or herself as the onsite leader.
- **Event Volunteers:** At large events, the onsite facilitator or an assigned individual should check off volunteer names at the beginning of each volunteer shift. A list of volunteers for the event should be provided to the onsite leader prior to the event.
- **Table Volunteers:** Table volunteers should be familiar with the procedures to protect donor personal information (i.e. this document or other training provided prior to the event). The onsite leader should include this in their training at the beginning of each shift.
- **Form/Payment Collector:** A specific person or persons should be trained to review forms and place them in a secure place. All forms should be handed directly to this person from the new sponsor as soon as possible.

DEMONSTRATE CONTROL

- **Limited Touches:** Only trained form collectors should accept forms from sponsors and donors whenever possible. These table workers should receive specialized training on how to protect donors' personal information. Other table and booth workers should not accept forms unless they are instructed to do so by the facilitator or lead volunteer.
- **Form Storage:** Forms are stored in a secure area that is out of sight and out of reach from passers-by. If for any reason the table needs to be left unmanned, the form collector should take the sponsorship forms with them for safekeeping.
- **Removal of Forms:** Only the onsite leader or a trained designated individual may remove forms from the table for counting and sending the forms to the GMC. Counting must be done in a secure area with no other people around.

SECURE RETURN

- Forms should be returned in the Tyvex envelope. The envelope should be labeled with the prepaid Fed-Ex Express label provided in the child packet order.

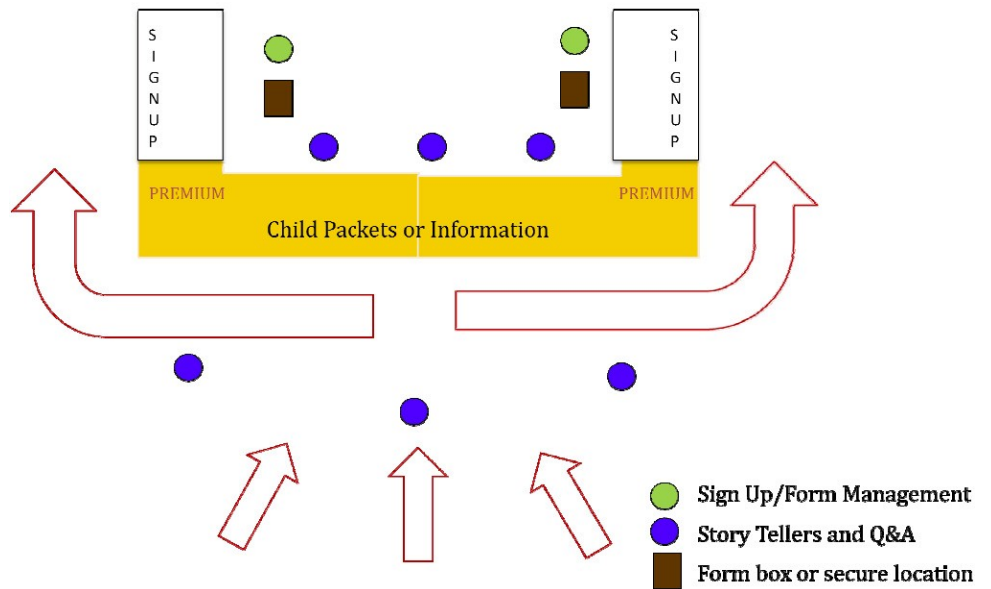
SAFE ENVIRONMENT

The configurations on the following pages provide the most secure environment for potential sponsors to fill out their forms. As people fill out their forms, it is important that they do not have others looking over their shoulders at child packets. This could create an environment that allows someone to memorize credit card information.

Volunteers will be answering questions and sharing their sponsorship story with potential sponsors and donors (blue dots). And, others will be checking over and storing forms (green dots).

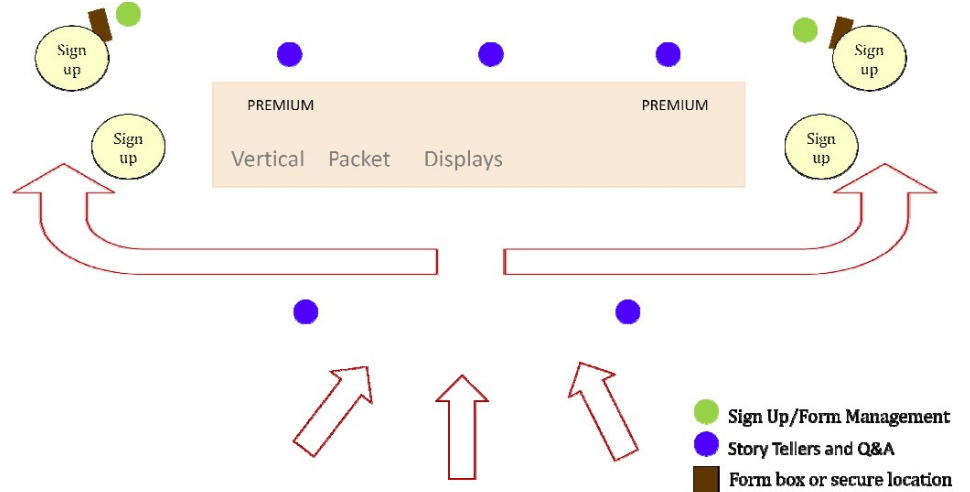
LARGE EVENT

This configuration consists of a “U” shaped configuration with Sign Up areas on the side. Sign-up forms are passed to specific and assigned volunteers on each side of the U-shape.



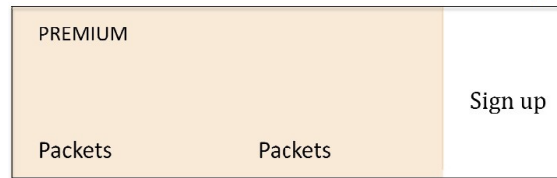
MID-TO LARGE-SIZED EVENT

This configuration may utilize 1-2 six- or eight-foot tables or a combination of various sized tables for sponsorships to take place. Sign up forms are passed to one volunteer standing on each side of the area, as far towards the back as possible.



SMALL TO MID- SIZED EVENT OR LIMITED SPACE EVENT

This configuration consists of one or more table(s) strategically spread out with volunteers manning each table. Sign-ups are focused to one end of the table while the other end of the table is covered with packets. Sign- up forms are collected by the



- Sign Up/ Form Management
- Story Tellers and Q&A
- Form box or secure location

LOST CUSTOMER DATA OR FORMS

In the event of lost completed sponsorship forms, or compromised exposure of a customer's personal/financial data, immediately contact your point of contact at Compassion or the Event Volunteer Program at (888) 968-7708 or volunteer@compassion.com.

QUESTIONS

Do you have questions about protecting sponsors'/donors' personal information? Please contact the representative who assigned you to the event or you may contact the Event Volunteer Program at (888) 968-7708 or volunteer@compassion.com.