

Donor, Student, and Volunteer Privacy and Data Security Policy

All donor, student, and volunteer information managed by Literacy Lubbock is confidential. Literacy Lubbock does not distribute, sell, or rent contact or giving information to any outside entity. All donor, student, and volunteer information is maintained in a secure database. Any data maintained in paper form is stored in a secure area. Data collected can include name, home address, gift amount, telephone number(s), email addresses, date of birth, gender, ethnicity, education, employment, number in household, dependent children, income, relationship status, media permissions, country of birth, native language, emergency contact information, and/or donation amounts.

If a website visitor requests electronic communication, that individual's name and addresses will be added to our email lists. Each electronic communication contains an unsubscribe option if someone no longer wishes to receive e-communications from us. Literacy Lubbock's website uses cookies, Facebook pixels, and Google Analytics.

Literacy Lubbock does not receive or store credit card data through any online giving system.

Literacy Lubbock's software is limited to staff and require individual log-in credentials. Regular evaluations of all data security systems are conducted.

This privacy policy may be changed at any time. A current copy of this policy will be maintained on our website.

Any donor, student, or volunteer is welcome to contact the Literacy Lubbock office to inquire about their personal data. Staff are available from 9:00 – 5:00 PM CST Monday through Thursday, and from 9:00 – 12:00 PM on Friday. Our office phone number is 806-775-3636.

Policy implemented as of March 25, 2021.