



Policy Name:	Discontinuing Donor Contact
Policy Code:	210
Policy Purpose:	To ensure that Rise is respectful of an individual donor's request to discontinue contact for fundraising purposes.

I. Overview

Rise will cease attempting to contact donors upon their request to discontinue contact with Rise. To be removed from communications please contact Rise at info@rise.org or 763-786-8334.

II. Procedure

- A. Rise will discontinue contacting an individual who has indicated that he/she does not wish to receive fundraising mailings or phone calls from the organization or its agents.
 1. A Rise representative may contact the individual to clarify which types of communication the person does or does not want to receive anymore to ensure we are meeting the wishes of the donor.
- B. Once the person (or the person's authorized representative) has asked to be placed on the "Do Not Contact" list for fundraising purposes, that person's record will be flagged as "Do not contact" in our donor database.
 1. It is possible that a donor may receive one final communication from Rise after the request is made due to the timing of print projects and the scheduling of emails.
- C. Limitations: This policy covers only solicitations for fundraising purposes, and is not related to individual and family contact information required for people receiving services.
- D. Please see the [Acceptance of Gifts or Donations Policy](#) and the [Donor Privacy Policy](#) for further information regarding donations to Rise.