

Lemonade International — Donor Privacy Policy

Effective date: April 1, 2026

1. Our commitment

Lemonade International respects the privacy of our donors. We recognize the trust you place in us when you give, and we are committed to protecting your personal information. We will not sell, trade, or lease your personal information to third parties, nor will we send donor mailings on behalf of other organizations.

2. Scope

This policy applies to all personal information collected by Lemonade International through our website, by mail, by phone, or in person when you make a donation, request information, sign up for emails, or otherwise interact with our fundraising activities.

3. Information we collect

We collect only the information we need to process gifts and steward our relationship with you. This may include:

- Contact information: name, organization/church (if provided), mailing address, phone number, email address.
- Payment information: credit/debit card number, expiration date, bank account/routing number (for ACH) — only as necessary to process a gift. (See Section 6.)
- Gift details: donation amount, designation, frequency (one-time or recurring), and gift type (cash, check, stock, wire).
- Communications preferences: whether you prefer email, mail, or no contact for appeals and newsletters.
- Optional information you provide: comments, questions, matching gift employer, how you heard about us, or tribute/memorial details.

4. How we use your information

We use donor information to:

- Process and acknowledge donations and provide tax receipts.
- Administer gifts according to donor designations and provide requested information about your gift.
- Communicate with you about Lemonade International's work, events, impact reports, and fundraising campaigns — only in the manner you prefer.
- Comply with legal and regulatory requirements (for example, records required for IRS reporting).
- Improve our services, website, and donor experience.

We do not use donor personal information for any purpose beyond what is described here without first asking for and receiving your permission.

5. Sharing and disclosure

Lemonade International limits access to donor information internally to staff and trusted volunteers who need it to carry out their duties. We do not sell, rent, or lease donor names or personal information to third parties.

We may share donor information with trusted third-party service providers only as needed to process gifts and provide services (for example, payment processors, email service providers, donor management software, and printers). These providers are contractually bound to maintain confidentiality and use data only for the services they perform for Lemonade International.

We may also disclose information when required by law, to comply with valid legal process, or to protect the rights, property, or safety of Lemonade International, our staff, or donors.

6. Payment processing and recurring gifts

We use reputable, PCI-compliant third-party processors to handle credit card, ACH, and other electronic payments. These processors securely handle and store payment credentials where necessary for processing recurring donations. Lemonade International does not retain full, unencrypted credit card numbers on our own servers. (When relevant, we will name the payment processors used on our donation pages.)

7. Security

We maintain administrative, technical, and physical safeguards designed to protect donor information against unauthorized access, disclosure, alteration, and destruction. While we strive to protect your data, no system is 100% secure — if a data breach affects donor information, we will notify affected individuals and take reasonable steps to mitigate harm.

8. Data retention

We retain donor information for as long as necessary to fulfill the purposes described above, comply with legal obligations (including IRS record-keeping requirements), resolve disputes, and enforce agreements. Contact us if you would like more information about our retention schedule for specific records.

9. Your rights and choices

- **Opting out:** If you do not wish to receive fundraising or other communications from Lemonade International, you can opt out at any time by using the unsubscribe link in emails, contacting us at the address below, or calling our office. We will honor your request promptly.
- **Access & correction:** You may request access to the personal information we maintain about you and ask us to correct inaccuracies.
- **Removal from mailing lists:** If you wish to be removed from our mailing list(s), please contact us, and we will comply.

10. Children's privacy

We do not intentionally collect personal information from children under the age of 13. If we learn we have collected such information without parental consent, we will delete it.

11. Links to other sites

Our website may contain links to third-party sites. This policy does not apply to those sites. Please review the privacy policies of any sites you visit.

12. Changes to this policy

We may update this policy occasionally to reflect changes in our practices or legal requirements. The “Effective date” at the top indicates when the policy was last revised. If we make material changes affecting how we handle previously collected personal information, we will post notice on our website.

13. Contact us

If you have questions about this policy, wish to exercise your data rights, or want to request removal from our mailing list, contact:

Lemonade International

Attn: Director of Operations

11845 Retail Drive #1017 Wake Forest, NC 27587

info@lemonadeinternational.org

(919)792-8076