

# CHARLESTON SYMPHONY ORCHESTRA

## PRIVACY POLICY

The Charleston Symphony Orchestra is committed to protecting the privacy of our patron and donor information regardless of where it resides.

### **Mailing Address and email address Information**

The Charleston Symphony Orchestra collects mailing and emailing address information primarily to inform its patrons about upcoming Symphony activities. We may also use our mailing and emailing lists to solicit support for our Development purposes. Occasionally, we undertake mailings and email from our lists on behalf of the Charleston Symphony Orchestra League, Inc. We do not rent, share or sell our mailing or emailing addresses with any other organization.

### **Phone Numbers**

The Charleston Symphony Orchestra uses patron phone numbers primarily to inform its patrons about upcoming Symphony activities. We may also use our phone list to solicit support for our Development purposes. The CSO does not rent, sell, or share phone numbers with any organization.

### **Opting Out**

Patrons or donors who wish to be removed from the Charleston Symphony Orchestra mailing, phone or e-mail lists may opt out by emailing us at [info@charlestonsymphony.org](mailto:info@charlestonsymphony.org), or by calling us at: (843) 723-7528 or writing to us at: P.O. Box 30818 Charleston, SC 29417.

Patrons or donors who do not wish the Charleston Symphony Orchestra to contact them on behalf of the Charleston Symphony Orchestra League may opt out by emailing us at [info@charlestonsymphony.org](mailto:info@charlestonsymphony.org), or by calling us at: (843) 723-7528 or writing to us at: P.O. Box 30818 Charleston, SC 29417.

### **Credit Card Information and Security**

The Charleston Symphony Orchestra collects credit card information, including name, address, phone number, email address, credit card numbers, and expiry dates. Until processed, information is held under lock and key in the CSO office. It processes transactions using Sales Force.com. After the transaction, any paper documentation is shredded. Sales Force does not retain credit card numbers.

SalesForce.com, the CSO ticketing application service provider, is a certified licensee of the TRUSTe Privacy Seal and the TRUSTe EU Safe Harbor Seal and abides by the U.S.-EU and U.S.-Swiss Safe Harbor Frameworks.

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### **Links**

Charlestonsymphonyorchestra.org contains links to other organizations' websites that we think our patrons may find of interest. The Charleston Symphony Orchestra does not review these Websites and is not responsible for their content or their privacy practices.

Approved by the Board of Directors on August 1, 2016.