

## **PRIVACY & REFUNDS POLICY**

### **Privacy:**

Columbia University is committed to securing the accuracy and privacy of your information. The University uses this website to collect personal contact information and credit card information. This information is used primarily to process donations to Columbia Community Service.

Where personal information is required for use of the website or in interacting with the website it is the Columbia University policy that information, such as your name, postal and e-mail address are kept private and confidential. The personal information you provide is stored in a secure location, is accessible only by appropriate staff, and is used only for the purposes for which you provide the information.

In addition, your information is used to create a record in our database or to update your existing record. This information will be available to the Columbia Community Service office only. Your credit card number is never stored in the Columbia Community Office or any Columbia records.

Donors who wish to remain anonymous must inform the Columbia Community Service Office of such. It is the policy of the University to hold the names of our donors in confidence with the following exceptions:

1. Names are listed on the website or annual report as is the common and established practice for some Campaigns. Names of CCS donors are listed [here](#).
2. The gift qualifies for a naming opportunity elected by the donor;
3. The donor gives express permission to Columbia to make his/her gift public as part of a written document (such as a gift agreement) or other direct communication;
4. Columbia is obliged by legal requirements to provide information regarding the gift.

Columbia reserves the right to change this policy or University policies at any time without notice. You should visit this page periodically to review the current policy.

If you have questions about this privacy policy, or you believe that your information has not been treated in accordance with this policy, please contact us via e-mail at [ccs@communityservice.columbia.edu](mailto:ccs@communityservice.columbia.edu) or at **212-854-2387**.

We may update current privacy policy from time to time. Changes will be posted on this web site reflecting the updated privacy policy.

### **Refunds:**

Charitable donations to the *Columbia Community Service* campaign are not refundable. However, if an error occurs during an online credit card transaction, donors should contact the CCS office at 212-854-4288, immediately.