

Williamstown Community Chest

Privacy Policy

The WCC will not share its mailing and or donor lists with any other organization or individual.

Security of Credit Card Processing Handling Policy

Every business and organization that accepts credit and debit card payments is required to comply with the Payment Card Industry Data Security Standards (PCI-DSS). In order to comply with PCI-DSS, this policy applies to all Williamstown Community Chest (WCC) employees and authorized volunteer members of the board of directors. Each WCC employee and board member authorized to process credit card payments is required to review and sign this policy on an annual basis, or upon assuming this responsibility.

Williamstown Community Chest will take all appropriate measures to protect credit card numbers used to make payments to the organization.

Access to Customer Credit Card Data

- Access is authorized only for WCC personnel who are responsible for processing or facilitating credit card transactions.
- Only authorized WCC personnel may process credit card transactions or have access to documentation related to credit card transactions.
- A copy of this policy shall be read and signed by authorized personnel on initial employment and annually thereafter.
- signed policies shall be maintained in the employee's file.

Transmission of Credit Card Information

- Credit card information shall only be accepted online, by telephone, physical mail, or in person.
- Use of email or instant messaging shall not be accepted.

Online Payments

- All online payments are processed via a payment gateway and merchant processor. No credit card information is transmitted to WCC.
- Additional information regarding WCC's selected payment gateway and merchant processor may be obtained by contacting WCC at 413-458-2443 or info@WilliamstownCommunityChest.org.

Telephone Payments

- When recording credit card information submitted via telephone, the information may be written by hand.

- The credit card data will be entered online for processing. Once online submission of the credit card data is confirmed, any written record of the data shall be obliterated immediately.

Mail Payments

- Payment information may be received from donors by physical mail.
- The credit card data will be entered online for processing. Once online submission of the credit card data is confirmed, the credit card number and security code will be redacted and pledge form will be stored in a locked file in a locked office.

Card Present Transactions (Point of Sale)

- An electronic receipt will be provided to the customer.
- If requested by the customer, a paper receipt, showing no more than the last five digits of the credit card number, will be provided.

Retention

- There shall be no physical retention of credit card data.
- All transaction documentation and merchant receipts shall be stored in a secure, locked area only for as long as necessary for proper recording of the transaction.

Destruction

- All transaction documentation and merchant receipts shall be shredded when the retention period has expired.

Non-Discrimination Policy

The Williamstown Community Chest does not discriminate on the basis of race, color, religion, creed, sex, gender, gender identity or gender expression, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, genetic information, and any other class of individuals protected from discrimination under state or federal law with respect to employment, volunteer participation and the provisions of services.