

Policy on Patron & Donor Privacy

The Tucson Symphony Orchestra respects the privacy of its patrons and donors, adhering to the following practices in regards to the collection, storage and sharing of personal and financial information:

The TSO collects three categories of digital and hard copy information provided by patrons and donors themselves. 1) Contact information; 2) History of ticket purchases, donations and solicitations; 3) Notes on staff interactions, connections to the TSO community, and miscellaneous information provided to the TSO by the patron and donors via letters, phone conversations, emails, and in person. The TSO uses this information for communication and accurate recordkeeping.

Patrons and donors may write to the President & CEO, Tucson Symphony Orchestra, 2175 N. Sixth Avenue, Tucson AZ 85705 to request a review of the personal information collected and request corrections.

The TSO will not rent or sell personal information regarding its patrons and donors. The TSO will occasionally allow the controlled one time use of its ticket buyer mailing list and/or email list by other organizations with missions compatible to that of the TSO, in exchange for equivalent use of a similar list of the other organization. The TSO does not trade or exchange donor specific lists.

The TSO will exclude the name of any patron from any such exchanged list upon request. Patrons may “opt out” using one of several options:

1. check the “opt out” box on donation response forms or emails
2. call the TSO box office at 520-882-8585
3. send an email to boxofficedistribution@tucsonsymphony.org
4. mail “opt out” instructions with name and address to the TSO at 2175 N. Sixth Avenue, Tucson AZ 85705, attention: customer service
5. go to www.tucsonsymphony.org and log into their account to change email preferences

The TSO invests in security measures to protect the personal information of its members and donors. All online financial transactions take place on a secure site. Phone and internet transaction credit card information is encrypted as soon as the transaction is completed. The TSO pays for digital security of its data files and online content through its Information Technology vendor, and its hard copy files are in locked offices. Credit card numbers given via paper transactions are destroyed.

Adopted by the Board of Trustees, February 28, 2018