



MINNESOTA AND WISCONSIN

POLICY ON DISCONTINUING CONTACT UPON REQUEST

Policy

It is the policy of Volunteers of America Minnesota and Wisconsin (the "Organization") to discontinue contacting any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent.

The Organization shall maintain a record of all requests by persons who indicate to the Organization, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of the Organization.

Limitation

This policy does not prohibit contact by the Organization that is solicited by a person or a person's representative, even if the person or their representative have requested to be placed on the "do not contact" list. Contact by the Organization that is solicited by a person whose name appears on the "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

Procedure

Upon a person's (or a person's authorized representative's) request that the Organization discontinue further contact, the person's name and address will be promptly removed from the Organization's database or modified to ensure that no further contact is made with the person. The Organization will also take steps to ensure that the person's name is removed from any external databases or records under the Organization's control.

Permanent Record

The Organization will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by the Organization's Board of Directors. Oral requests will be recorded in writing by the staff of the Organization and maintained with the written requests. The records of persons who have made such a request will be maintained by the Organization to the extent necessary for legal or liability purposes.

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