

Operation Living Hope

POLICY ON DISCONTINUING CONTACT UPON REQUEST

1. Policy: It is the policy of Operation Living Hope (OLH) to discontinue contacting any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent.

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

2. Limitation: This policy does not prohibit contact by OLH that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by OLH that is solicited by a person whose name appears on "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.

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

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

Adopted by majority of the board of directors of OLH this [__ day of _____, 20__].

Signed: _____

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