

ASHLAND FAMILY YMCA PRIVACY POLICY

As an expression of the Ashland Family YMCA's commitment to protect the personal information of its members and employees, the YMCA has created the following policy.

The Ashland Family YMCA (YMCA) is very concerned about the privacy of its members and employees and maintains their personal information in confidence.

The YMCA collects information from members in a proprietary database known as DAXKO for the purposes of billing; supporting the progress of our members toward their goals; encouraging the involvement of the whole family; and providing information on upcoming YMCA events and program opportunities. Member information is also aggregated in certain ways to help staff and the YMCA Board determine how well we are serving our community and how we can improve our operations.

Personal information is also collected as needed from our employees and volunteers. Volunteer staff perform important duties and are subject to many of the same policies and training requirements as our employees.

The YMCA shares member and employee information with financial institutions, government agencies and companies working on behalf of the YMCA only as needed to conduct YMCA business. Other than as required by law or to conduct YMCA business, the YMCA will not share personal information with other third parties without explicit permission. The YMCA will not sell, rent or lease personal information to others. The exception to this policy is that information may be shared with law enforcement agencies at the discretion of the Executive Director or his or her designee.

You may inspect your records and update your personal information at any time. Please notify the Executive Director with regard to any concerns you may have about the privacy of your YMCA records.

The YMCA is committed to keeping any and all Member Personal Information (MPI) confidential and secure. Your MPI includes information such as your name, address, birth date, social security number, employer, payment history, bank and credit card information, and program and donor involvement. This Privacy Policy applies to all current and former members, employees, volunteer staff and donors, as well as to all persons who have offered personal information to the YMCA as prospective members or employees.

How does the YMCA protect your privacy?

The YMCA maintains procedural, electronic and physical safeguards to protect the MPI of its members, employees, volunteer staff and donors, including but not limited to the following:

Procedural Safeguards

The YMCA permits access to MPI only by authorized employees and volunteer staff with a need to have access, and who are trained in the proper handling of member information. The YMCA removes employee and volunteer staff access to systems immediately upon notification of their termination.

The YMCA requires all outside vendors and contractors who may be retained to perform services for the YMCA to conform to YMCA privacy standards and/or to sign strict confidentiality agreements. In the rare and limited circumstances when a retained service provider is required to use MPI to complete an assignment, the service provider is strictly prohibited from using this information for any other purpose.

The YMCA will not reveal information about your health, character, personal habits or reputation to anyone for marketing purposes.

The YMCA uses outside vendors to conduct periodic network security audits to help prevent security breaches. The YMCA follows published document management procedures that provide for the timely destruction of outdated personal information.

Electronic Safeguards

The YMCA masks all but the last four digits of your credit card and bank account numbers in the Daxko application screens.

The YMCA uses secure socket layer (SSL) transmission to transmit electronic funds transfer payments to and from financial institutions.

The YMCA stores electronic credit card report information on its network drive, in a secure folder with limited employee access.

The YMCA does not display any bank or credit card information on any system-generated receipts or invoices.

The YMCA ensures that unattended computers display electronic screensavers to help prevent unauthorized access to personal information. Access is locked out until a proper password is entered.

All YMCA employees and volunteers, upon logging onto any networked computer, are prompted with a message that reminds them of the importance of protecting member personal information.

YMCA automated system policies require employees and volunteer staff to change passwords at random intervals.

Physical Safeguards

The YMCA's internal audit team periodically audits our YMCA to ensure that reasonable security practices and internal controls are being followed.

The YMCA has security surveillance cameras to improve safety and to discourage theft on the premises.

YMCA offices have controlled access.

What are your rights?

You have the right to know what MPI the YMCA has collected about you; this does not apply to MPI that relates to an actual or possible claim or a civil or criminal action.

You may ask the YMCA in writing to correct any MPI you believe is recorded in error.

The YMCA will notify you either in writing or electronically if a security breach occurs.

The YMCA may revise its Privacy Policy from time to time. A copy of the approved Privacy Policy is maintained at the YMCA's offices and will be provided upon request.

How may you contact us?

You may contact the Executive Director at:

Ashland Family YMCA
540 YMCA Way
Ashland, OR 97520
541-482-9622