



## **Policy on Discontinuing Contact Upon Request**

### **Policy**

It is the policy of River Valley Riders (RVR) to discontinue contacting any person upon that person's written or oral request directed to RVR's staff.

RVR shall maintain a record of all requests by persons who indicate to RVR's staff that they do not wish to be contacted by or on behalf of the RVR.

### **Limitation**

This policy does not prohibit contact by RVR that is solicited by a person or a person's representative, even if the person or their representative has requested to be placed on the "do not contact" list. Contact by RVR 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 RVR discontinue further contact, the person's name and address will be promptly modified in RVR's database to ensure that no further contact is made with the person. RVR will also take steps to ensure that the person's name is removed from any external databases or records under RVR's control.

### **Permanent Record**

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

**Approved by the board of directors on 09/11/23.**