



Confidentiality Policy

Confidentiality is a basic element of the operation of Guardian Angels for Soldier's Pet®.

Confidential information includes, but is not limited to our clients, their pets, donors, supporters, volunteers (board members, national/state level, and foster homes), marketing processes, as well as our financial information, which includes current and future business plans, donor lists, computer/software systems and processes, client and volunteer information, and associated documents.

In addition to this policy, the organization and its approved volunteers (non-foster home and foster homes) are also to adhere to the military security guidelines, commonly known as "OPSEC/PERSEC" in relation to recognized confidential details related to our clients and their beloved pets.

All information concerning a client, his/her beloved pets, grantee, donor, prospective donor, or other confidential information must be maintained in confidence, and particular care must be taken to avoid discussion of organization affairs with third parties, unless written authorization to do so is obtained from the organization's National CEO, or as required by law, or as required when necessary for the purpose of daily business.

Clients and official volunteers' information shall be kept strictly confidential. Only those authorized volunteers directly responsible for services to our clients shall discuss or have access to this information. Care shall be exercised to be certain that unauthorized individuals do not overhear discussion of confidential information.

All files, documents, and working papers of Guardian Angels for Soldier's Pet® are the property of the organization. Any board member, national staff, or state level volunteers who purposely, or through a failure to exercise reasonable care, causes confidential information to be disclosed will be subject to disciplinary action, up to and including immediate termination. The obligation to keep information confidential continues after a board member, national volunteer, or state level volunteer ceases official affiliation with the organization.

Disclosure of confidential information and/or privileged and proprietary in service and which must be kept confidential may lead to disciplinary action, which may include immediate termination of service with the organization, as well as other possible legal action. Additionally the officially recognized volunteers with the organization are prohibited during and/or after their term of service from using the organization's confidential information in any form for their own purposes or for those of other personas or entities.

It is the policy of Guardian Angels for Soldier's Pet® not to give out client's or volunteers personal addresses or phone numbers or email addresses to outside persons. Anyone asking for personal information related to our clients or volunteers shall be instructed to contact the organization's National office via email with such request.