



Family Hope Foundation Confidentiality Policies and Procedures

In working to fulfill its mission, Family Hope Foundation will acquire information from families who apply for and/or receive scholarships—including health information. Family Hope Foundation recognizes that these families may consider this information to be sensitive information and that they trust Family Hope Foundation to protect this information and keep it private.

Family Hope Foundation Board members will use the following privacy practices to protect the privacy and confidentiality of the information families have shared with the Foundation:

- The information on the Scholarship Application and other documents relating to a scholarship (collectively, “scholarship documents”) is confidential and may only be used for the purpose of evaluating a scholarship request and overseeing the use of scholarship funds to pay for medical services. Information from scholarship documents may be used for special projects by the Board (for example, to obtain grants), but only if all personally identifiable information has been blacked out or otherwise rendered unreadable. A family’s information will not be used or shared for any other purpose without the express written permission of the family.
- The Chair of the Scholarship Committee will be the custodian of scholarship documents, and may make copies and share scholarship documents with Board members who participate on the Scholarship Committee as necessary to evaluate a grant request or to oversee the use of scholarship funds to pay for medical services. The Chair will keep track of who has received scholarship documents and will ensure that such documents are returned once the tasks to be performed with the documents have been completed. The Chair will establish appropriate retention periods for the scholarship documents and will ensure that the documents are properly destroyed once the retention period has expired.

- Any Scholarship Committee member who handles scholarship documents must take steps to keep these documents secure. The documents must be used in such a way that other family members or household visitors cannot easily view the documents. The scholarship documents are not to be left unattended. When not in use, the scholarship documents must be kept in a secure location that is not easily accessible by other family members or household visitors—ideally, under lock and key. Scholarship Committee members shall not make copies of scholarship documents, except as expressly authorized by the Chair.
- When a Scholarship Committee member no longer needs a particular set of scholarship documents, the documents are to be returned to the Chair, who will retain grant documents as needed and destroy documents that are not needed. Scholarship documents will be destroyed using a cross-cut shredder or other method that destroys the documents in such a manner that the information can no longer be read.
- Because Family Hope Foundation does not have the resources to adequately protect electronic records, it is the policy of the Foundation that scholarship documents will be kept only in paper form. Scholarship documents may be delivered through the U.S. mail or other reliable delivery service, or by hand delivery. Electronic communications between Scholarship Committee members must not include any personally identifiable information about families or individuals who have applied for a scholarship.