

The Family YMCA Privacy Policy

The Family (YMCA) is concerned about the privacy of its members and employees and maintains their personal information in confidence. As an expression of the YMCAs commitment to protect the personal information of its members and employees, the following policy has been adopted by its Board of Directors:

The YMCA collects information from members in a proprietary database known as DAXKO or Member ST for the purposes of registration, 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 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 your personal information with other third parties without your explicit permission. The YMCA will not sell, rent or lease your personal information to others.

You may inspect your records and update your personal information at any time. Please notify the Membership Director or, if staff, the Human Resources Director with regard to updating your YMCA records.

The YMCA is committed to keeping any and all Member Personal Information (“MPI”) confidential and secure. Your MPI includes personal information such as your name, address, birth date, employer, payment history, bank information, and program and donor involvement. For employment and/or background screening, your social security number may will be collected and held securely and confidentially. This Privacy Policy applies to all current and former members/guests, program participants, 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 by their supervisor.

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 sign strict confidentiality agreements. In the rare and limited circumstances when a retained service provider is required to use MPI to complete its 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 Y follows published document management procedures providing 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 our Member ST screens.

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

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

The YMCA displays only limited information on any system generated receipts: the last four digits of the credit card; or last four digits of the bank routing number and last three digits of the bank account number.

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

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

Physical Safeguards

The YMCA's Business/IT Manager periodically audits our operations to ensure that reasonable security practices and internal controls are being followed.

YMCA facilities have security surveillance cameras to discourage theft on the premises.

YMCA facilities have controlled access into their facilities.

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 may change its Privacy Policy from time to time.

The YMCA maintains a copy of its approved Privacy Policy on its Internet web site: www.laymca.org

How may you contact us? The Family YMCA Business Office: 661-9075; The Family YMCA: 662-3100