

# SANDHILLS CREDIT UNION

Policy: 2000.08

## Privacy and Confidentiality

<b>Policy Owner:</b> Chief Executive Officer <b>Approver: BoD</b>	<b>Review Frequency:</b> Annually <b>Date last Reviewed:</b> Aug 30 2024
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### Document Revision Record:

<b>Approval Date:</b>	<b>Review and/or Revision:</b>	<b>Prepared by:</b>
Aug 13 2014	Both review and revision completed	Rhonda Nagel
Nov 2 2019	Both review and revision completed	Vern Gevers
Aug 30, 2024	Reviewed and revised	Rebecca Eastwood

### **PURPOSE:**

To protect the interests of those who do business with the credit union from any unauthorized use of personal information, which members have made available in the course of conducting their business with this credit union

### **POLICY STATEMENTS:**

The credit union enforces strict compliance with the confidentiality requirements of its standards of professional conduct policy. In addition, the credit union subscribes to "The Code for the Protection of Personal Information" (Privacy Code) as adopted by the board of directors on Sep 2014, for the privacy protection and confidentiality of member information.

The credit union will have an established privacy compliance program based on the 10 principles of the Credit Union Code for the Protection of Personal Information.

The credit union shall designate a privacy officer who will be the point of contact for any matters regarding privacy. The name of the privacy officer will be provided to the employees and members.

## **RESPONSIBILITY:**

Implementation of, and compliance with this policy is the responsibility of the general manager. The board will review this policy at least annually at the meeting at which management or the auditor or inspector reports compliance observations.

Management of the credit union is responsible for managing, monitoring and controlling credit union operations in accordance with the policies of the privacy code. This includes ensuring that the policies and related principles and practices are communicated to and understood by all employees. To ensure understanding and commitment, each employee and director shall annually review and complete a yearly compliance training sign off certification agreeing to the terms of the privacy code.

Nothing in this policy is intended to prohibit the proper and responsible use of information given with consent, for the purposes of enhancing services or delivering services to members. This policy does not diminish the credit union's need to make fully informed decisions about the services it provides or persons to whom services may be provided. This policy does not authorize the taking of any business risks without all information needed to support prudent decisions.

## **MONITORING AND REPORTING:**

The privacy officer will report to the board any non-compliance with this policy.

## **PRIVACY OFFICER:**

The privacy officer for Sandhills Credit Union will be the CEO.