

“DO NOT CONTACT” STATUS

The HSCG maintains a contact list which includes all past and current members, individuals who have registered on the website, and people with whom the HSCG has had other interactions. The list is maintained with the most recent contact information available and is connected to historical records of any activities within the HSCG (such as membership, certification, etc.).

HSCG staff have access to the information about all individuals on the list through the Admin Area of the HSCG website. In addition, occasionally volunteers or sub-contractors may be granted access by the Executive Director to view (but not normally to change) the information on the list.

When an individual “unsubscribes” or requests not to receive further materials from the HSCG, that is noted in the individual’s record and is honored. In such a case, the individual’s record and contact information can still be viewed.

DO NOT CONTACT STATUS

In certain cases it may be necessary to ensure that a person is not EVER again contacted by the HSCG. Violations of the law, threatened or actual legal action, or a finding by the Ethics Committee will result in placement on the “Do Not Contact” list. A individual or company may also be placed on the “Do Not Contact” list for violations of the HSCG Bylaws or written HSCG policies, non-payment of valid debt to the HSCG, or harrassment of HSCG staff or volunteers.

When such a need arises, sufficient information must be maintained to ensure that an HSCG staff or volunteer who is unfamiliar with the person or situation doesn’t contact the individual or company in the future.

Therefore, the following rules apply:

- 1) Only the Board of Directors may designate the status of “Do Not Contact” to an individual or company. A majority vote is required.
- 2) The Ethics Committee, after a thorough and fair investigation, may recommend assignment of “Do Not Contact” status, but the status must be approved by the Board of Directors.
- 3) Once the status of “Do Not Contact” is assigned to the individual by the Board of Directors, the status is entered into the HSCG contact database. Records for the person or company are not deleted, but are maintained for historical and legal purposes.
- 4) Individuals or companies with a “Do Not Contact” status are not included in any printed or downloaded database lists.
- 5) If the name comes up in a database search, the statement “DO NOT CONTACT” must be clearly and prominently displayed. No other information is provided; historical records are not available.
- 6) The Executive Director and a designated approved staff member shall have administrative privileges which allow them to access the historical records for an individual or company designated “Do Not Contact.”

IMPORTANCE

"Do Not Contact" status is not to be taken lightly, nor assigned without due consideration. It is the HSCG's statement that "We do not want to have any further contact or interaction with this person or company - now or in the future."

It is completely different than when a person decides to "unsubscribe" from the HSCG and can "re-subscribe" at any time.

REVIEW

If a person or company determines that they have been assigned the status of "Do Not Contact" and feel it has been done so unfairly, they may petition the Board of Directors for a review of the status. The decision of the Board of Directors is final.

Approved by the
Board of Directors

History:

July 1, 2018	(v1) Original publication date.
2022	(v2) Reviewed with minor updates.