



UPDATED MAY 2025

DISCONTINUE CONTACT POLICY UPON REQUEST

1. Policy: It is the policy of the Child Loss Foundation to discontinue contacting any person upon that person's oral or written request directed to the organization, its professional fundraiser, or other agent. The Child Loss Foundation shall maintain a record of all requests by persons who indicate to the Child Loss Foundation, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of the Child Loss Foundation.

2. Limitation: Contact by the Child Loss Foundation that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

3. Procedure: Upon a person's (or a person's authorized representative's request that the Child Loss Foundation discontinue further contacts, the person's name and address will be promptly removed from the Child Loss Foundation database or modified to insure that no further contact is made with the person. The Child Loss Foundation will also take steps to insure that the person's name is removed from any external databases or records under the Child Loss Foundation's control, with the exception of social networking sites, which must be done by the person.

4. Permanent Record: The Child Loss Foundation will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by the Child Loss Foundation's board of directors. Oral requests will be recorded in writing by the staff of the Child Loss Foundation and maintained with the written requests. The records of persons who have made such a request will be maintained by the Child Loss Foundation to the extent necessary for legal or liability purposes.

Adopted by majority of the board of directors on April 10, 2012.