

ARRL Privacy Policy for Volunteers

Mandatory Standards for the Protection of Personal Information



Our Commitment To Privacy

At ARRL, our ongoing commitment to the protection of our customer's privacy is essential to maintaining the relationship of trust that exists between ARRL and the Amateur Radio community. Volunteers make an important contribution to the success of the ARRL and are one of our most valuable assets. This privacy policy is intended to help you understand our information security practices and to keep all of our customers safe. We appreciate your service to us and the Amateur Radio community and we ask that you review these policies. The policies are required by State law, and ARRL is obligated to follow them strictly. We are obligated to ensure that all persons associated with ARRL adhere to them as well.

1. What Personal Information Do We Collect?

ARRL is dedicated to providing superior products and services. The security of our customers' personal information is our top priority, and we want those who make use of our services to be able to rely on this. We understand the concerns about guarding personal information and we want to assure customers that we have taken steps, and will continue to take steps to safeguard that information.

In connection with applications for Amateur Radio licenses submitted to the Federal Communications Commission by the ARRL VEC and in connection with ARRL products and services, it is necessary that we collect certain personal information from our customers. We obtain this information from applications and other forms customers submit to us and from other sources, such as our Web site or from volunteers or agents of ARRL. We obtain information such as names, addresses, dates of birth, e-mail addresses, social security numbers or employer identification number and credit or debit card numbers, as necessary to perform services on the customers' behalf, to make our products and services conveniently available, or to fulfill Federal Communications Commission requirements. "Personal information" does not include information that is lawfully obtained from publicly available sources, or from federal, state or local government records lawfully made available to the general public.

2. How Do We Protect the Confidentiality, Security and Integrity of Personal Information?

ARRL safeguards personal information contained in both paper and electronic records. Properly securing the information we collect is a primary commitment. We meet stringent security and privacy standards for both e-commerce and personal information, ensuring the security and confidentiality of such information in a manner consistent with industry practices.

We maintain physical, electronic and procedural safeguards to protect the information we collect. Access to such information is restricted to authorized employees, reliable volunteers and agents of ARRL who need it in order to perform transactions related to Amateur Radio licenses or to provide products or services to customers. These employees, volunteers and agents are trained in the proper handling of such information.

3. Volunteer Privacy Policy Standards: Procedures and Protocols for Protecting Personal Information

ARRL enlists the use of volunteers or agents in order to facilitate coordination of Amateur Radio related programs, events or activities. There are times during these programs, events or activities when volunteers will collect specific information about an individual, such as the person's name, mailing address, e-mail address, debit or credit card number and/or social security number, all of which is clearly private information as defined by applicable law.

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Good judgment and care must be exercised in the collection and storage of personal information. Any information collected by volunteers in the course of their volunteer service will be handled in accordance with the protection requirements of the ARRL Privacy Policy to ensure the greatest protection of personal privacy.

(a) ARRL volunteers and agents will apply reasonable restrictions on physical access to and transportation of records containing personal information. ARRL volunteers and agents will limit the amount of personal information collected to that reasonably necessary to accomplish the legitimate purpose for which it is collected; limit the time such information is retained to that reasonably necessary to accomplish such purpose; and limit access to those persons who are reasonably required to know such information in order to accomplish such purpose or to comply with state or federal record retention requirements. Storage of such records and data shall be protected in locked facilities, storage areas or containers. Paper records containing personal information shall not be accessible to third parties or left unattended. Paper records cannot be thrown away; they must be shredded. Duplicate records cannot be maintained.

(b) ARRL will regularly test security systems and processes, and will periodically inquire of volunteers how they handle confidential information. ARRL will identify and assess reasonably foreseeable internal and external risks to the security, confidentiality, and/or integrity of any electronic, paper or other records containing personal information, and evaluating and improving, where necessary, the effectiveness of the current safeguards for limiting such risks, including but not limited to: **(i)** ongoing training for employees, volunteers and agents of ARRL; **(ii)** evaluation of employees', volunteers' and agents of ARRL compliance with policies and procedures; and **(iii)** implementing means for detecting, preventing and resolving security system failures.

(c) ARRL has a zero tolerance policy for violation of these confidentiality requirements by employees, volunteers or agents of ARRL. Inappropriate use or disclosure of personal information cannot and will not be tolerated. ARRL reserves the right to determine, in its discretion, what constitutes inappropriate use of this information. ARRL will impose disciplinary measures for violations of the privacy policy program standards. Any instance in which private information is mishandled or left unprotected will necessarily result in the non-acceptance of volunteer service from the person or persons involved and in appropriate sanctions for employees.

(d) ARRL maintains a privacy policy that addresses information security. All employees, volunteers and agents must comply with ARRL's policy in order for their volunteer service to be accepted or continue to be accepted by ARRL.

4. Changes to this Privacy Statement

ARRL may at any time, without notice and in its sole discretion, amend this policy from time to time. Please review this policy periodically. Your service as a volunteer for ARRL and use of ARRL's website and services after any such amendments signifies your acceptance thereof.

5. Questions or Suggestions

If you have questions or suggestions about this privacy policy, or your own personal information, please e-mail us at privacy@arrl.org.

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