

## **AHVAP Email and Contact Information Policy**

### **Purpose**

The Association for Healthcare Value Analysis Professionals (AHVAP) is committed to protecting the privacy and security of our members. To ensure that communications are secure, and that personal information is handled appropriately, this policy outlines the procedures for responding to member inquiries received via email, mail or package delivery service, via phone, or other messaging source.

### **Policy:**

- 1. Authorized Contact Information:**
  - AHVAP staff will only respond to inquiries sent from the email address or other contact information that is on file with the member's AHVAP membership record.
  - If a member contacts AHVAP from an unknown or unrecognized email address, phone number, or other form of contact, AHVAP staff will not respond to the inquiry to protect the privacy and security of the member's personal information. A general automatic reply will be provided directing the member to follow AHVAP policy.
- 2. Email Signature Requirement:**
  - Members are required to include their full name and contact information, as listed in their AHVAP membership record, when sending emails or other communication to AHVAP staff. This ensures that communications are verified and processed efficiently, and member privacy is protected.
  - Inquiries that do not include sufficient identifying information (e.g., full name, membership ID, or contact information) may not receive a response, and AHVAP staff may request further verification before proceeding with any actions.
- 3. Updating Contact Information:**
  - Members are responsible for ensuring that their contact information, including email addresses, physical addresses, and phone numbers, are accurate and up to date in their AHVAP membership record.
  - If a member needs to update their contact information, they should do so through the AHVAP member portal or by contacting AHVAP membership services directly.
- 4. Security and Privacy:**
  - This policy is in place to ensure that all communications are conducted securely and to prevent unauthorized access to member personal information.
  - AHVAP is committed to maintaining the confidentiality of member data and will take all necessary precautions to protect it from unauthorized access or disclosure.
  - All responses to inquiries will be communicated through official AHVAP channels from AHVAP staff members as official representatives of the Association.

### **Procedure:**

- Upon receiving an inquiry from an unknown email address or lacking proper identification, AHVAP staff will not respond directly to the inquiry.
- AHVAP staff will check the member's contact information on file and, if necessary, reach out using the authorized email address or phone number to verify the inquiry's legitimacy.
- If verification cannot be achieved, the inquiry will be disregarded to ensure the member's privacy and data protection.

### **Enforcement:**

- This policy will be enforced by all AHVAP staff members responsible for member communications.



- Any breaches or violations of this policy will be reviewed by AHVAP executive management, and appropriate action will be taken to rectify the situation and prevent future occurrences.
- If a breach involves a member's personal information, the impacted member will be notified within 72 business hours of realization of the breach and their membership account will be administratively secured by AHVAP HQ to prevent further data breaches.

**Review and Updates:**

- This policy will be reviewed periodically and updated as needed to reflect changes in technology, privacy standards, and organizational practices.
- AHVAP will maintain a Cyber insurance policy in accordance with nonprofit best practices.
- The AHVAP Executive Director/Chief Executive Officer shall serve as the administrator of the AHVAP privacy policies on behalf of the Association.

By adhering to this policy, AHVAP ensures that all member communications are handled securely, protecting the privacy and integrity of our members' information.

08/01/2024

Revision/Review Approval Date

08/31/2024

Date approved by AHVAP Board of Directors

Version 1.0