

## VINLAND'S POLICY ON DISCONTINUING CONTACT UPON REQUEST

### 1. Policy

It is the policy of Vinland National Center ("Vinland") to discontinue contacting any person upon that person's oral or written request directed to the organization or other agent.

Vinland shall maintain a record of all requests by persons who indicate to Vinland, and other agents, that they do not wish to be contacted by or on behalf of Vinland.

### 2. Limitation

This policy does not prohibit contact by Vinland that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by Vinland that is solicited by a person whose name appears on the "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 Vinland discontinue further contacts, the person's name and address will be promptly removed from Vinland's database or modified to insure that no further contact is made with the person. Vinland will also take steps to insure that the person's name is removed from any external databases or records under Vinland's control.

### 4. Permanent Record

Vinland will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by Vinland's Board of Directors. Oral requests will be recorded in writing by the staff of Vinland and maintained with the written requests. The records of persons who have made such a request will be maintained by Vinland to the extent necessary for legal or liability purposes.