

NAMI Virginia is committed to protecting the privacy of our members, program participants, donors, volunteers, and others associated with our organization. We will strive at all times to keep data, including contact information, associated with our members, program participants, donors, and volunteers safeguarded.

NAMI Virginia collects personally identifiable information, such as member/donor/participant name, email address, home or work address, and telephone number. Contact information for program participants is collected so that we can communicate with program participants in furtherance of our program goals and overall mission. Contact information is collected for members so that we can keep members apprised of activities and opportunities within the organization and overall NAMI movement. Contact information for donors is collected so that we can properly acknowledge donors for their donations, track our fundraising progress and pursue fundraising opportunities. Contact information is collected for volunteers so that we can communicate about responsibilities, goals, and volunteer activities.

Through the use of surveys and questionnaires, we also sometimes collect unidentifiable demographic information such as age, sex, and cultural/ethnic background. This information is collected to better understand the populations we serve and interact with.

Identifiable and unidentifiable information is stored in our databases, including Little Green Light (a donor database), NAMI program data reporting system, NAMI 360 (membership system), and other systems. Data in our databases is only accessible to staff and key volunteers, unless in other specific instances approved by the Executive Director or his/her designee (for example, an IT person may need to access the donor database if it is not working properly, thereby possibly being able to view donor information). In these cases, staff will take all precautions to safeguard data and contact information and to supervise the person.

NAMI Virginia does not sell, rent, or lease its member, program participants, donor, or volunteer lists, or other lists, to third parties. NAMI Virginia may, from time to time, contact you on behalf of external partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information is not transferred to the third party. NAMI Virginia does not use or disclose sensitive personal information or contact information without your explicit consent.

NAMI Virginia staff, volunteers, and interns adhere to best practices and procedures around confidentiality and privacy including secure storage and safeguarding of documents and files with names and/or contact information of participants, members, volunteers, donors, and others associated with the organization, securing your personal information from unauthorized access, use, or disclosure; password protecting computers, not loaning out computers owned by the organization, and shredding hard copy documents that are no longer in use that contain names and/or contact information of program participants, members, volunteers, donors, and others associated with the organization.

Because a member of NAMI Virginia is also a member of NAMI (national) and a local NAMI affiliate, NAMI Virginia will occasionally share contact information of a member with the NAMI National organization or a local affiliate or with a person who serves in a leadership position within NAMI Virginia. The purpose of such action is expressly for the furtherance of NAMI activities and goals, such as communicating or coordinating around a program, goal, or activity in furtherance of the NAMI mission. An example of when this would occur is if someone contacts NAMI Virginia looking for help or support in a local community. NAMI Virginia would then refer the person to the local NAMI leader, thereby passing along the appropriate phone number or email address. Every effort will be made to use the preferred contact information as provided by the NAMI leader. Another example is if a program or affiliate is emerging, and we want to connect a member or interested person to that program or emerging affiliate, we would send the contact information of a member or interested person to the program volunteer or other NAMI leader so that they can be connected for further conversations and planning.