

## Policy 2.1 — Treatment of Members

With respect to interactions with members and those applying to be members, the President and CEO shall not cause or allow conditions, procedures, or decisions that are unsafe, non-responsive, unprofessional, unnecessarily intrusive, or that fail to provide appropriate confidentiality or privacy.

The President and CEO shall not:

1. Use methods of collecting, reviewing transmitting, or storing membership information that fail to protect against improper access to the material elicited.
2. Operate without communicating to members a clear understanding of what may be expected and what may not be expected from the membership services being offered.
3. Operate without informing members, as appropriate, of this policy, and to provide a grievance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.