

Safeguarding Members' Personal Information

Volunteers and GSNorCal staff are governed by state and local laws which require the safeguarding of girls' and adults' personal information. Safeguarding personal information refers to both:

- Confidentiality: preserving girls' and/or adults' privacy
- Integrity: safeguarding the accuracy and completeness of information and processing methods.

Members' personal and sensitive personal information must be protected against all forms of unauthorized action, whether this is access, use, disclosure, modification, destruction, or denial of service. Failure to adequately protect members' personal information could result in disciplinary action, loss of volunteer status, legal action, or could be referred to police or other law enforcement agencies in certain situations.

Any member who will handle credit card information is required to take the [Accepting Credit Cards](#) course on the [Volunteer Learning Portal \(training.gsnorcal.org\)](http://training.gsnorcal.org).

The information includes, but is not limited to:

A person's Personal Information:

- Name
- Address
- Phone Number
- Employer
- Spouse/ Partner Name
- Names of children or parents
- Age
- Emergency contact information
- Physician or medical contacts
- Email addresses

A person's Sensitive Personal Information:

- Social Security number
- Date of birth
- Credit card numbers
- Bank account numbers
- Driver's license or State Real ID number

Volunteers and staff are legally responsible:

To safeguard all personal information:

- Personal information must only be used for the Girl Scout purposes for which it was furnished, (e.g. registration for a particular event). For example, the email list cannot be used to send out flyers to promote your friend's business or invite people to your Pampered Chef party.
- Personal information may not be shared with others outside the organization in any case, nor anyone within the organization who doesn't have a legitimate need to know the information.
- You may not collect personal data that isn't absolutely necessary.
- Take care to make sure information is accurate and correct any inaccurate information.
- You must not hold data for longer than necessary.
- Documents must be kept in a secure location (not left exposed in home or in any public place).
- All requests by individuals, organizations, or companies to have access to girl or adult member personal information should be referred to info@gsnorcal.org.
- Otherwise, comply with any other laws that apply to safeguarding personal information.

To protect sensitive personal information, volunteers and staff must follow all guidelines for safeguarding personal information PLUS:

- May not transfer or communicate sensitive personal data unless absolutely necessary and it is approved by GSNorCal.
- Regarding Credit Card Data:
 - Cardholder data or Sensitive Authentication data may not be stored or transmitted electronically.
 - Credit Card data may not be emailed under any circumstances.
 - Scanned images, photocopies, word processing, or spreadsheet documents may never be used, in any form, to save or transmit Cardholder or Sensitive Authentication data.
 - Faxing forms that contain credit card data should be avoided. (Fax machines often store the fax image electronically).
 - Any paper with credit card information must be stored under lock until transferred to GSNorCal staff to be processed.
 - Strive to turn over paper forms to GSNorCal staff as soon as possible after collecting the information.
 - Once payment is processed, the paper copy must be destroyed, preferably by cross cut shredders. If document must be retained, credit card information must be blacked out.
 - Never save, store, or record credit card data.