



Family Hope Foundation

Giving the Gift of Ability

Confidentiality Policies and Procedures

In working to fulfill its mission of investing in the present and future success of individuals impacted by disability through scholarships, family events, and resources, Family Hope Foundation will acquire information from families who apply for and/or receive scholarships. This information will include personal household information, as well as health information. Family Hope Foundation recognizes that families may consider this information to be sensitive and trusts that Family Hope Foundation will protect this information and keep it private.

Family Hope Foundation Board members, staff, and volunteers will use the following practices to protect the privacy and confidentiality of the information families have shared with the Foundation:

- The information on the scholarship application and other documents relating to a scholarship (collectively, “scholarship documents”) is confidential and may only be used for the purpose of evaluating a scholarship request and overseeing the use of scholarship funds to pay for therapeutic services. Information from scholarship documents may be used for special projects by the Board, staff, and volunteers (for example, to obtain grants), with no personally identifiable information being given. A family’s information will not be used or shared for any other purpose without the express written permission of the family.
- All information pertaining to scholarship applications will be held in the Family Hope Foundation Portal, a database created specifically for the purpose of obtaining and reviewing scholarship documentation. The company chosen to house the Portal, AirTable, is committed to adhering to privacy laws, regulations, and best practices, ensuring that Family Hope Foundation is doing its due diligence to ensure that all information is kept confidential.
- Access to the Portal will be limited to the Scholarship committee and Family Hope Foundation staff. It will not be shared beyond this scope. All persons with access to the Portal will ensure that good digital governance is followed, which includes updating passwords on a regular basis, reviewing scholarship documentation in a private area where the information is not visible to others, and not sharing personal applicant information with those outside of Family Hope Foundation. All those with access to the Portal will use the information to evaluate scholarship applications and requests or to oversee the use of scholarship funds to pay for therapeutic services.
- Electronic communications between staff, volunteers, and Scholarship Committee members must not include any personally identifiable information about families or individuals who have applied for a scholarship. The only personal information distributed will be to Community Partners / Therapy Providers to note the recipient’s name and therapy service, requested by the original scholarship applicant during the scholarship cycle.