

NordBridge America

Confidentiality Policy

Protecting Privacy. Building Trust.

Purpose

NordBridge America is committed to protecting the privacy and confidentiality of the individuals, families, donors, volunteers, employees, partners, and communities we serve. This policy establishes standards for safeguarding confidential information and maintaining public trust.

Scope

This policy applies to all board members, officers, employees, volunteers, interns, contractors, consultants, and anyone acting on behalf of NordBridge America.

Confidential Information

Confidential information includes client records, disability-related information, donor information, financial records, personnel files, background checks, passwords, proprietary documents, grant materials, legal records, and any non-public organizational information.

Responsibilities

Authorized individuals must protect confidential information, access only what is necessary for their role, use secure systems, report suspected breaches immediately, and never disclose information without authorization or legal requirement.

Electronic Security

Use strong passwords, multi-factor authentication where available, secure cloud storage, encryption when appropriate, and avoid sharing confidential information through unsecured channels.

Physical Security

Secure paper files in locked cabinets, restrict building access where appropriate, and properly dispose of confidential records through shredding or approved destruction methods.

Breach Reporting

Any suspected loss, theft, unauthorized access, or disclosure of confidential information must be reported immediately to executive leadership for investigation and corrective action.

Consequences

Failure to comply with this policy may result in disciplinary action, removal of volunteer status, termination of employment, legal action, or other corrective measures as appropriate.

Annual Review

This policy shall be reviewed annually and updated as needed to reflect legal requirements and nonprofit best practices.

Employee / Volunteer Confidentiality Acknowledgement

I acknowledge that I have received, read, and understand the NordBridge America Confidentiality Policy. I agree to protect confidential information entrusted to me and understand my obligation continues even after my employment or volunteer service ends.

Printed Name: _____
Signature: _____
Position / Role: _____
Department: _____
Date: _____