



POLICY ON DISCONTINUING CONTACT UPON REQUEST

It is the policy of National Kidney Foundation, Inc. (NKF) to discontinue contacting any person upon that person's written request directed to the organization or its agent.

Limitation: This policy does not prohibit contact by the NKF that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by the NKF that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

Procedure: Upon a person's (or a person's authorized representative's) request that the NKF discontinue further contacts, the person's name and address will be promptly removed from the NKF database or modified to ensure that no further contact is made with the person. The NKF will also take steps to ensure that the person's name is removed from any external databases or records under the NKF's control.

Permanent Record: The NKF will maintain a record of all requests for discontinuance of contact, effective with the adoption of this policy by the NKF's Board of Directors. The records of persons who have made such a request will be maintained by the NKF to the extent necessary for legal or liability purpose, and in keeping with the NKF's document retention policy.

Approved October 10, 2009