

Third-Party Service Provider Policy

Category: Operational
Policy Number:
Related Documents:

Date Established: 10/12/2018
Date Last Revised:

Summary

The Third-Party Service Provider Policy applies to organizations and/or individuals who wish to offer PAL (55+) members certain benefits and/or services which may or may not conflict with those already being offered by PAL to its membership. *Within the context of this document, the simplified term PAL will mean PAL (55+).*

Policy

PURPOSE

The purpose of the policy is to establish guidelines and procedures for dealing with third-party vendors and/or service providers whose products or services might well be of interest to, or of benefit to, the general membership of PAL. This policy is intended for organizations who do not contribute financially to PAL through the sponsorship program, or any other fundraising initiative.

SCOPE

This policy applies to the Board of Directors, the Executive Director, all employees of PAL, program convenors and any volunteers who may, be way of committee participation, be communicating with or otherwise interacting with third-party service providers.

GUIDELINES AND PROCEDURES

When PAL is approached by an organization offering products or services targeting the plus 55 demographic, it will be up to the Communications Committee to check the organization's website to determine what services might qualify for inclusion in informational emails to PAL members.

The Email Distribution Coordinator (with the Communications Committee) will have the discretion to determine whether information provided by a third party meets the criteria of this policy.

When in doubt regarding the acceptability or applicability of a service from an outside source, the Communication Committee Chair will be consulted for a final determination. (Under unique circumstances, this matter may also require input from the Board).

Any and all information deemed acceptable would be collected, filtered and distributed by PAL. In no case will there be any direct communication from third party service providers to PAL members.

Under no circumstances will PAL contact lists be provided to, or shared with, any outside organization, regardless of the importance of the services or information to PAL members.

Acceptable Situation

A third-party service provider offering an activity or program that would benefit PAL members, and that does not compete directly with programs offered through PAL.

Information would be distributed through the *Announcements for 55+* email generally sent on Mondays.

Record Keeping

The Email Distribution Coordinator will maintain a log for the purpose of tracking information about the services being offered by third-party providers. The following is an example of information to be included in the log.

- Name of the Organization (& contact information)
- Accepted or rejected
- Date of Initial Contact & Request
- Description of Services Offered
- Date of Distribution to Members