



We need to help... We just HAVE to help!

It's in our souls. Be the LIGHT that helps others see

Joseph Ryan
Ceo and Founder

Heaven-Sent Community Services and Veterans
Assistance

1431 Simpson Rd Kissimmee, FL 34744
(717623-0164)

joepres@heaven-sent-veterans-outreach.org
<https://heaven-sent-veterans-outreach.org>

Heaven-Sent Community Services and Veterans Assistance, Inc.

Email Use and Communications Policy

1. Purpose

This Email Use and Communications Policy sets expectations for the proper, secure, and professional use of Heaven-Sent Community Services and Veterans Assistance, Inc. (“Heaven-Sent” or the “Organization”) email systems. It is intended to protect confidential information, support our mission, and ensure compliance with legal and funder requirements.

2. Scope

This Policy applies to:

- All employees, board members, contractors, and volunteers who are given access to a Heaven-Sent email account or use email to conduct organizational business.
- All devices used to send or receive Heaven-Sent email (e.g., computers, tablets, phones), whether owned by the Organization or the individual.

3. General Use and Professional Standards

- Heaven-Sent email accounts are provided for official organizational business and mission-related communications.
- Limited personal use is permitted if it does not interfere with work duties, violate this Policy, or increase security risks.
- All email sent from a Heaven-Sent account should be professional, respectful, and consistent with our mission and Code of Conduct.
- Subject lines and message content must accurately reflect the purpose of the email; misleading or deceptive subject lines are not permitted.



Joseph Ryan
Ceo and Founder

Heaven-Sent Community Services and Veterans
Assistance

1431 Simpson Rd Kissimmee, FL 34744
(717623-0164)

joepres@heaven-sent-veterans-outreach.org
<https://heaven-sent-veterans-outreach.org>

4. Confidentiality and Data Protection

- Confidential or sensitive information (such as client details, health information, Social Security numbers, financial account information) should only be shared via email when necessary and with appropriate safeguards (e.g., encryption, password-protected attachments) as available.
- Emails containing confidential information should be sent only to recipients who have a legitimate need to know and are authorized to receive that information.
- Do not forward client or staff information to personal email accounts or non-secure systems, except as explicitly authorized and safeguarded.
- Be cautious when using “Reply All,” auto-complete, or group lists to avoid sending sensitive information to unintended recipients.

5. Security and Acceptable Use

- Users must protect their email passwords, not share them, and change them immediately if compromise is suspected.
- Lock devices when unattended and report lost or stolen devices that may contain Organizational email access.
- Do not open suspicious attachments or links; report suspected phishing or malware emails to a supervisor or IT support immediately.
- Heaven-Sent email may not be used to:
 - Transmit or store discriminatory, harassing, or sexually explicit content.
 - Engage in personal commercial ventures, gambling, or illegal activities.
 - Conduct unauthorized political campaigning or lobbying.
 - Share confidential organizational information with unauthorized parties.



Joseph Ryan
Ceo and Founder

Heaven-Sent Community Services and Veterans
Assistance

1431 Simpson Rd Kissimmee, FL 34744
(717623-0164)

joepres@heaven-sent-veterans-outreach.org
<https://heaven-sent-veterans-outreach.org>

6. Email Lists, Donor and Supporter Communications

- Email communications with donors, supporters, and the public must comply with applicable laws (such as CAN-SPAM and similar laws), including:
 - Clear identification of the sender and organization.
 - Accurate subject lines.
 - Inclusion of a physical mailing address or appropriate contact information.
 - A simple method to opt out or unsubscribe from future promotional messages.
- Opt-out requests must be honored promptly, and email lists must be maintained to respect supporter preferences.
- Mass email or email marketing should be sent through approved systems (e.g., email marketing platforms) that help manage compliance and unsubscribe requests.

7. Ownership, Monitoring, and Retention

- Emails sent or received using Heaven-Sent systems are considered organizational records and may be subject to review, disclosure, or retrieval for business, legal, or compliance reasons.
- The Organization reserves the right, consistent with applicable laws, to monitor, access, and retain email communications as needed for operations, audits, investigations, or legal proceedings.
- Important email records (such as grant communications, donor correspondence, and contract-related emails) should be retained in accordance with the Records Retention Policy.

8. Personal Opinions and Representation



We need to help... We just HAVE to help!

It's in our souls. Be the LIGHT that helps others see

Joseph Ryan
Ceo and Founder
Heaven-Sent Community Services and Veterans
Assistance
1431 Simpson Rd Kissimmee, Fl 34744
(717623-0164)

joepres@heaven-sent-veterans-outreach.org
<https://heaven-sent-veterans-outreach.org>

- When sending email in an official capacity, users represent Heaven-Sent and must ensure messages are accurate, respectful, and aligned with our mission and policies.
- If a user is expressing a personal opinion on a matter that could be associated with Heaven-Sent, they should make clear that the views are personal and not official positions of the Organization.

9. Violations and Reporting

- Misuse of Heaven-Sent email may result in corrective or disciplinary action, up to and including termination of employment or volunteer service, consistent with personnel and volunteer policies.
- Suspected misuse, security incidents, or breaches of confidential information must be reported promptly to a supervisor, the Executive Director, or the designated privacy/security contact.

10. Policy Review and Updates

This Policy will be reviewed periodically and updated as needed to reflect changes in technology, law, and organizational needs. Any material changes require approval by the Board of Directors or its designee.

Adopted by the Board of Directors of Heaven-Sent Community Services and Veterans Assistance, Inc. on the __8th_ day of __January____, 2026.