

EL 1 **Member-Owners and Customers**

Adopted: 9/21/06 (unofficially)

Revised:

Monitored: July

With respect to interactions with member-owners and customers, the GM shall not cause or allow conditions, procedures, or decisions that are unsafe, undignified, unnecessarily intrusive, unclear, or that fail to provide appropriate confidentiality of privacy.

The GM shall not:

- EL 1.1 Use methods of collecting, reviewing, transmitting, or storing client information that fails to protect against improper access to the material elicited.
- EL 1.2 Fail to establish with member-owners and customers a clear understanding of the policies and services offered.