

Victoria Community Resource Center

Client Privacy Policy

This Privacy Policy describes the practices connected with the United Way's web-based online platform that helps connect you with social service agencies based on your social needs (the "Platform"). It is designed to assist you in understanding what information the Platform collects, how the information is used, and how the information is shared.

A link to this Privacy Policy can be found on the United Way of the Crossroad's website. A copy of this Privacy Policy is available to you upon request. From time to time, we may change this Privacy Policy. If we do, we will promptly post an amended version on the above-noted webpage. Please review this Privacy Policy periodically.

What is the Platform?

The Platform allows social service organizations, with your consent, to share personal information about you and potentially your family to help connect you with social service agencies based on your social needs. The Platform is operated by the United Way of the Crossroads ("United Way"). Social service organizations that participate in the Platform (which we call Community Resource Center partners), must agree to treat your information securely and confidentially.

What is the Scope of this Privacy Policy?

This Privacy Policy only applies to the information entered into the Platform and does not apply to any other website or computer program. We only collect information that we think is appropriate. The collection and use of all personal information is guided by confidentiality standards agreed to by Community Resource Center partners and their users. This document is not a legal contract.

Why is My Information Collected?

Community Resource Center partners that use the Platform, may ask you for information about you and your family. They collect that information to connect you to the right resources based on your needs. In addition, you are given an option to consent to share your information with other Community Resource Center partners. These Community Resource Center partners can access your information to assess your needs, coordinate your care, and provide services to you.

YOUR CONSENT IS VOLUNTARY. YOU WILL NOT BE DENIED SERVICES IF YOU DECLINE TO SIGN THE CONSENT FORM.

What information is collected about you?

Community Resource Center partners may collect the following types of information from you:

- Personal identifying information (such as your name, phone number, email and date of birth)
- Demographic information (such as your race, gender, and ethnicity)
- Needs and Follow-Up Assessment(s)
- Services you request or receive
- Status of your referrals
- Supporting documents added to your client profile

What happens to your information?

When you request services from organizations that are part of the Community Resource Center Network and use the Platform, the organization will review your consent that describes the data sharing rules within the Platform.

After you acknowledge that you understand the data sharing rules, your information will be marked as shareable. The Platform uses many security protections, as listed in the Security and Confidentiality Guidelines section of this Privacy Policy, to ensure confidentiality.

Your current and historical information will be shared with all organizations that use the MyCase.com platform to help you get better services more quickly and easily.

How is my information shared with other Community Resource Center partners?

If you consent to the data sharing rules, your current and historical information will be shared with other Community Resource Center partners for:

- providing and coordinating services to you and your family
- providing different summary reports about availability and shortage of services by zip codes
- creating de-identified personal information for additional analysis
- learning about how well we are serving our clients and to find ways to improve those services
- research and reporting conducted by an individual or institution that has a formal relationship and a written data sharing agreement with United Way

What are your rights under the Privacy Policy?

*You can refuse to consent to share your data within the Platform. You will never be denied help because you did not consent.

*Your consent to share your current and historical information will remain active from the date you sign the consent form. You can revoke this consent at any time by sending an email to info@unitedwaycrossroads.org or by notifying any Community Resource Center partner. It may take up to five business days to process this cancellation.

*You have the right to request for a correction when your information in the Platform is incorrect or incomplete.

*You have the right to request to be informed about the information that a state governmental body collects about you.

*You have the right to get a copy of this Privacy Policy Statement, and the consent.

Security and Confidentiality Guidelines

The Platform operates over the internet. The site is encrypted with a security certificate that keeps the site secure and the information in it protected. Only organizations that use the Platform can view and enter information into it.

The Platform users have a password-protected login. Also, Platform users receive training on the privacy and security standards outlined in this Privacy Policy and must sign a confidentiality agreement where they agree to comply with this Privacy Policy. Organizations using the Platform must abide by the United Way Privacy and Security Standards. This Privacy Policy Statement was written in accordance with those standards.

Where do I go for more information or if I have questions?

If you have questions or would like more information, please contact: info@unitedwaycrossroads.org