

GetHelpOC™

Privacy Notice

THIS PRIVACY NOTICE EXPLAINS UNDER WHAT CIRCUMSTANCES WE MAY SHARE AND DISCLOSE YOUR INFORMATION FROM THE GETHELPOC™ COMMUNITY INFORMATION EXCHANGE. THIS NOTICE ALSO EXPLAINS YOUR RIGHTS REGARDING YOUR CONFIDENTIAL INFORMATION.

PLEASE READ IT CAREFULLY.

Our organization collects and shares information about individuals who access our services with active consent/authorization to share data. The information is confidentially stored in a local electronic database called the GetHelpOC™. The GetHelpOC™ securely records information (data) about persons accessing services in Orange County.

We ask for your permission to share confidential personal information that we collect about you and your family. This confidential information is referred to as Protected Personal Information (PPI). We are required to protect the privacy of your PPI by complying with the privacy practices described in this Privacy Notice.

Why We Collect and Share Information

The information we collect and share in GetHelpOC™ helps us to efficiently coordinate the most effective services for you and your family. It allows us to complete one universal intake per person; better understand the needs in your community; and assess the types of resources needed in your local area.

The Type of Information We Collect and Share in the GetHelpOC™

We collect and share both PPI and general information obtained during your intake and assessment, which may include but is not limited to:

- Name and contact information
- Social Security number
- Birthdate
- Demographic information such as gender and race/ethnicity
- History of homelessness and housing (including current housing status and where and when services have been accessed) if applicable
- History of resources
- Self-reported medical history including any mental health and substance abuse issues
- Program enrollment
- Case manager's contact information

- Income sources and amounts; and non-cash benefits
- Veteran status
- Disability status
- Household composition
- Emergency contact information

How Your Personal Information Is Protected in GetHelpOC™

Your information is protected by passwords and encryption technology. Each GetHelpOC™ user and participating organization must sign an agreement to maintain the security and privacy of your information. Each GetHelpOC™ user or participating organization that violates the agreement may have access rights terminated and may be subject to further penalties.

How PPI May Be Shared and Disclosed?

Unless restricted by other laws, the information we collect can be shared and disclosed under the following circumstances:

- To provide or coordinate services.
- For payment or reimbursement of services for the participating organization.
- For administrative purposes, including but not limited to GetHelpOC™ system administrator(s) and developer(s), and for legal, audit personnel, and oversight and management functions.
- For creating de-identified PPI.
- When required by law or for law enforcement purposes.
- To prevent a serious threat to health or safety.
- As authorized by law, for victims of abuse, neglect, or domestic violence.
- For academic research purposes.
- Other uses and disclosures of your PPI can be made with your written consent.

Providing Your Consent for Sharing PPI in GetHelpOC™

If you choose to share your PPI in GetHelpOC™, we must have your verbal/telephonic or written consent.

You have the right to receive services even if you do not consent to share your PPI in GetHelpOC™.

How to Revoke Your Consent for Sharing Information in the GetHelpOC™

You may revoke your consent at any time. Your revocation must be submitted through using the Contact form on GetHelpOC.org here: <https://gethelpoc.org/content/contact.html>. Upon receipt of your revocation, we will remove your PPI from the shared in the GetHelpOC™ database and prevent further PPI from being added. The PPI that you previously authorized to be shared cannot be entirely removed from the GetHelpOC™ database and will remain accessible to the limited number of organization(s) that provided you with direct services.

Your Rights to Your Information in the GetHelpOC™

You have the right to receive the following, no later than fifteen (15) business days of your written request:

- A correction of inaccurate or incomplete PPI;
- A copy of the GetHelpOC™ Privacy Notice;
- A copy of your GetHelpOC™ records; and
- A current list of participating organizations that have access to your GetHelpOC™ data, which can be accessed on the Partners tab of GetHelpOC.org.

You can exercise these rights by making a written request to this organization.

Your Privacy Rights Regarding Your Information in GetHelpOC™

If you believe your privacy rights have been violated, you may send a written grievance to the participating organization. You will not be retaliated against for filing a grievance.

If your grievance is not resolved to your satisfaction, you may send a written grievance appeal to the GetHelpOC™ System Administrator, 211 Orange County (211OC).

Amendments to this Privacy Notice

The policies in this notice may be amended at any time. These amendments may affect information obtained by this organization before the date of the change. Amendments regarding the use or disclosure of PPI will apply to information (data) previously entered in GetHelpOC™, unless otherwise stated. All amendments to this privacy notice must be consistent with the requirements of the federal GetHelpOC™ privacy standards.