

## **Resident Services Privacy Policy**

Cornerstone Community Housing is committed to safeguarding the personal information entrusted to us by our residents. We manage your personal information in accordance with all applicable Federal and State laws regarding the protection of privacy and information. This policy outlines the principles and practices we follow in protecting your personal information. This policy applies to Cornerstone Community Housing and to any person providing services on our behalf. A copy of this policy is provided to any resident upon request.

### **What is personal information?**

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

### **What personal information do we collect?**

We collect only the personal information that we need for the purposes of providing services to our clients, including personal information needed to:

- Deliver requested products or services
- Enroll a client in a program
- Communicate with a partner agency

We normally collect client personal information directly from our clients. We may collect your information from other persons with your consent or as authorized by law. We inform our clients, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a client volunteers information for an obvious purpose (for example, completing a survey or participating in a focus group where their information will be gathered but presented in aggregate form).

### **How do we safeguard personal information?**

- We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.
- Electronic records stored on computers, laptops or shared drives include a triple password protection system to access personal information of residents. This includes a third-party authentication system for each time this data is accessed.
- We use appropriate security measures when destroying personal information, including shredding paper records, and permanently deleting electronic records.
- We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

### **Access to records containing personal information**

Individuals have a right to access their own personal information in a record that is in the custody of or under the control of Cornerstone Community Housing, subject to some exceptions. For example, organizations are required under the *Personal Information Protection Act* to refuse to provide access to information that would reveal personal information about another individual.

## **Confidentiality**

All Cornerstone Community Housing staff, board and volunteers must sign a confidentiality agreement that outlines the strict confidentiality for anyone who may be in contact with residents we serve. *The Cornerstone Community Housing confidentiality form is attached.*

## **Release of Information**

Cornerstone Community Housing requires residents to complete a Consent to Release and Use of Private Information form in order for us to discuss any information related to the resident or the households we work with. In some cases, we may require many different Release of Information forms to be completed for each outside organization who requests information about a resident. *The Cornerstone Community Housing Consent to Release and Use of Private Information is attached.*

## **Questions and complaints**

If you have a question or concern about any collection, use or disclosure of personal information by Cornerstone Community Housing, or about a request for access to your own personal information, please reach out directly to Cornerstone Community Housing at the contact information below.

Cornerstone Community Housing  
PO Box 11923, Eugene, OR 97440  
Phone: 541-683-1751 x105  
Email: [info@cornerstonecommunityhousing.org](mailto:info@cornerstonecommunityhousing.org)  
Website: [www.cornerstonecommunityhousing.org](http://www.cornerstonecommunityhousing.org)



The duration of this authorization is until:

Six months from the date of this form

\_\_\_\_\_

I understand that I may revoke this consent at any time by notifying the facility in writing, except to the extent that action has been taken in reliance on my consent. A photocopy of this authorization is to be considered as valid as the original document.

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Legal Guardian Signature (if required)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

A listing of specific Information which may also be disclosed in special cases: (Check all that apply)

Issues with Property Management

Scheduling medical & other appointments

Other (please describe): \_\_\_\_\_

Other (please describe): \_\_\_\_\_



**Cornerstone Community Housing  
Confidentiality Agreement**

This is to certify that I, \_\_\_\_\_, an employee, Board or Committee member, or volunteer of Cornerstone Community Housing, understand that any information (written, verbal or other form) obtained during the performance of my duties must remain confidential. This includes all information about the organization, members, clients, families, employees and other associate organizations, as well as any other information otherwise marked or known to be confidential. I understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality.

**Printed name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_