

Hampden County HMIS

Privacy Notice

This notice describes how we may use and share information we have about you and how you can access that information.

HMIS is a database that stores information about clients we serve and services we provide. We collect information that is defined in the U.S. Department of Housing and Urban Development's HMIS Data Standards. This notice applies to the Hampden County HMIS.

Uses and Disclosures of Your Information

Information you provide...

- Will be entered into the Hampden County HMIS.
- Will be used to improve, provide and coordinate services.
- May be used in relation to payment or reimbursement for services.
- Will be used to make sure that our programs are effective.
- Will be used to prepare statistical reports.

Information you provide about physical or mental health problems will not be shared with other service providers, unless you have authorized it.

Protected Identifying Information (PII) will be shared only if you authorize it or if required by law, or if there is a serious threat to health or safety.

In Massachusetts, PII includes your name, date of birth, social security number, driver's license number, and bank account numbers. We **DO NOT** collect driver's license or bank account numbers.

Your Rights

- Your right to receive services will not be affected if you refuse to provide HMIS information.
- You control who your information is shared with. You may allow or refuse to share your information with other service providers.
- You may give written notice to end all privacy and information sharing agreements at any time.
- You may have a copy of this notice.
- You may view your record, have your record corrected, and file a complaint.

How to Inspect and Correct your Personal Information

You may request a copy of your HMIS record. Please submit a verbal or written request to program staff to get a copy. We will explain any information on it that you do not understand.

We will consider your request to correct inaccurate or incomplete personal information. We may delete or fix information that we agree is inaccurate or incomplete.

We may deny your request to inspect your personal information if...

- The information was gathered in reasonable anticipation of legal actions.
- The information would violate a confidentiality agreement.
- Sharing the information would endanger the life or safety of any individual.

If we deny your request we will explain the reason. We will keep a record of the request and the reason it was denied.

Data Storage and Disposal

We dispose of personal information that is not being used **seven** years after it was created or updated. We may remove personal identifiers from the information instead of getting rid of it.

We may keep information longer if required by laws, statutes, regulations or contracts.

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For more information contact the supervisor of your program.
To file a complaint, contact the Hampden County Continuum of Care:

Jesus Arce
City of Springfield Office of Housing
1600 E. Columbus Ave.
Springfield, MA 01103
(413) 787-6500
jarce@springfieldcityhall.com

We have the right to change this notice at any time and changes may apply to information collected prior to the date of the change.
We accept and consider all questions or complaints regarding the Hampden County HMIS.