

Travelers Aid & Homeless Assistance Center collects personal information directly from you for reasons that are discussed in our Privacy Notice. We may amend this notice at any time. We may be required to collect some personal information by law or by organizations that give us money to operate our programs. Other personal information that we collect is important to run our programs, to improve services for our clients, and to better understand the needs of our clients. We only collect personal information that we consider to be appropriate.

Our Privacy Notice is available to anyone who wishes to request a copy.

TRAVELERS AID & HOMELESS ASSISTANCE CENTER

PRIVACY NOTICE

A. What This Notice Covers

1. This notice describes the privacy policy and practices of Travelers Aid & Homeless Assistance center. Our office is located at 1033 N. Walker, Oklahoma City, OK 73102. The office telephone number is 405-232-5507. Our email address is tasokc@sbcglobal.net. Our web address is www.travelersaidok.org.
2. The policy and practices in this notice cover the processing of protected personal information for clients of Travelers Aid & Homeless Assistance Center. All personal information that we maintain is covered by the policy and practices described in this privacy notice.
3. Protected Personal Information (PPI) is any information we maintain about a client that:
 - a. allows identification of an individual directly or indirectly
 - b. can be manipulated by a reasonably foreseeable method to identify a specific individual, or
 - c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.
4. We adopted this policy in part because of standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 9 Federal Register 45888 (July 30, 2004).
5. This notice tells our clients, our staff, and others how we process information. We follow the policy and practices described in this notice.
6. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.
7. We give a written copy of this privacy notice to any individual who asks.
8. We maintain a copy of this policy on our website at www.travelersaidok.org

B. How and Why We Collect Personal Information

1. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:
 - a. to provide or coordinate services to clients

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- b. to locate other programs that may be able to assist clients
 - c. for functions related to payment or reimbursement from others for services that we provide
 - d. to operate our organization, including administrative functions such as legal, audits, personnel, oversight and management functions
 - e. to comply with government reporting obligations
 - f. when required by law
2. We use only lawful and fair means to collect personal information.
 3. We normally collect personal information with the knowledge or consent of our clients. If you seek our assistance and provide us with personal information, we assume that you consent to the collection of information as described in this notice.
 4. We may also get information about you from:
 - a. Individuals who are with you
 - b. Government agencies: Oklahoma Department of Human Services, Social Security Administration, Veterans Administration, Department of Rehabilitation Services, Oklahoma City Housing Authority, Oklahoma Housing Finance Agency
 - c. Other private organizations that provide services: United Way partner agencies, homeless and emergency shelters, service agencies that participate in the HMIS system
 - d. Telephone directories and other published sources
 5. We post a sign at our intake desk explaining the reasons we ask for personal information. The sign says:

Travelers Aid & Homeless Assistance Center collects personal information directly from you for reasons that are discussed in our Privacy Notice. We may amend this notice at any time. We may be required to collect some personal information by law or by organizations that give us money to operate our programs. Other personal information that we collect is important to run our programs, to improve services for our clients, and to better understand the needs of our clients. We only collect personal information that we consider to be appropriate. Our Privacy notice is available to anyone who wishes to request a copy.

C. How We Use and Disclose Personal Information

1. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. We assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
 - a. to provide or coordinate services to individuals
 - b. for functions related to payment or reimbursement for services
 - c. to carry out administrative functions such as legal, audits, personnel, oversight, and management functions
 - d. to create de-identified (anonymous) information that can be used for research and statistical purposes without identifying clients
 - e. when required by law to the extent that use or disclosure complies with and is limited to the requirements of the law
 - f. to avert a serious threat to health or safety if
 - (1) we believe that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of an individual or the public, and
 - (2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
 - g. to report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social services or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence
 - (1) under any of these circumstances:
 - (a) where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law
 - (b) if the individual agrees to the disclosure, or

- (c) to the extent that the disclosure is expressly authorized by statute or regulation,
 - (I) we believe the disclosure is necessary to prevent serious harm to an individual or other potential victim, or
 - (II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.and
 - (2) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if :
 - (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, or
 - (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.
 - h. to a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
 - (1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena
 - (2) if we believe in good faith that the PPI constitutes evidence of criminal conduct that occurred on our premises
 - i. to comply with government reporting obligations for homeless management information systems and for oversight of compliance with homeless management system requirements.
2. Before we make any use or disclosure of you personal information that is not described here, we seek your consent first.

D. How to in Inspect and Correct Personal Information

1. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.
2. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.
3. To inspect, get a copy of, or ask for correction of your information, you must make a written request..
4. We may deny your request for inspection or copying of personal information if:
 - a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
 - b. the information is about another individual (other than a health care provider or homeless provider)
 - c. the information was obtained under a promise of confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, or
 - d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
5. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial.
6. We may reject repeated or harassing requests for access or correction.

E. Data Quality

1. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.
2. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.

3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. Complaints and Accountability

1. We accept and consider questions or complaints about our privacy and security policies and practices. You may file a written complaint by contacting any staff member. A staff member will assist you with putting your complaint into writing if you need assistance. Your complaint will be reviewed by the Program Director and/or the Executive Director. You will receive a written response to your complaint within 15 business days.
2. All members of our staff are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.