

Catholic Charities of Northwest California Privacy Notice

Catholic Charities of Northwest California (CCNWC) is committed to protecting your privacy and ensuring that the information you voluntarily share with us is handled responsibly and securely. We collect information about you and the services you receive to comply with grant requirements, evaluate program impact, understand community needs, improve service coordination, and provide high-quality care. This information is stored only in secure systems that comply with CCNWC's IT and data governance policies.

This notice describes how confidential information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Privacy Notice – Your Information and Rights

What Information We May Collect

- Personal details (name, date of birth, Social Security number, contact information)
- Demographics and emergency contacts
- Medical and mental health information
- Service plans and case notes
- Employment and financial details
- Disability and immigration documentation
- Information from housing or benefits applications
- Sensitive categories (domestic violence, human trafficking, immigration status, mental health notes) are protected by additional confidentiality regulations.

How We Use Your Information

- To provide and coordinate services
- Support case management
- Help with benefits or housing applications
- Understand community needs
- Funder and contract requirements
- Improve service quality
- De-identified data may be used for the purpose of research and evaluation
- Agency operations
- Reimbursement
- We only use and share the minimum information needed to support your services.

How We Share Information

- Internally: Only with staff directly involved in your care
- Externally: With your written permission (Release of Information (ROI)) to share with partner agencies or service providers. You may revoke consent at any time.
- Without your permission: Only when required by law, and we limit and redact personal details whenever possible.

Catholic Charities of Northwest California Privacy Notice

- With third-party vendors (like secure database providers): Only as needed for contracted services, under strict confidentiality.
- We never sell your personal information.

Your Rights

- Request a copy of your records
- Ask for corrections to inaccurate information
- Request confidential communication methods
- Find out how your information is shared
- Request limits on use or sharing (when allowed by law)
- Revoke a Release of Information at any time
- File a grievance if you believe your privacy rights were violated

How We Protect Your Information

- Physical, administrative, and technical safeguards
- Encryption and secure storage
- Password and access controls
- Staff training and confidentiality agreements
- Regular monitoring
- Your information will never be entered into public AI systems.

How Long We Keep Your Information

- Only as long as needed for services, legal, or contract obligations
- Some electronic records may be kept indefinitely for program compliance

Policy Updates

This Privacy Notice may change. The most current version is always available upon request.

Contact Us

If you have questions, concerns, or wish to exercise your privacy rights, you may contact:

Director, Data Strategy and Quality Improvement

E-mail: grievances@ccnwc.org **Phone:** [707-284-3841](tel:707-284-3841)

You also have the right to file a complaint with:

U.S. Department of Health & Human Services, Office for Civil Rights (OCR)

Website: <https://www.hhs.gov/ocr/privacy/hipaa/complaints> Phone: 1-800-368-1019

You will not be penalized for filing a complaint with an external agency.