



Client Data Privacy and Confidentiality Policy

Purpose

A Precious Child respects and is committed to maintaining the privacy and confidentiality of client information. This policy outlines the guidelines for the collection, use, and protection of client data.

Data Collection

A Precious Child collects the following information from clients and Agency Partner liaisons to facilitate programming and tailor services:

1. **Directory Information:** Information provided by Agency Partner liaisons may include:
 - Full names of household members
 - Dates of birth
 - Relationships to the head of household
 - Family phone number and email address
2. **Intake Forms:** Families accessing programs directly through A Precious Child complete an intake form requesting additional demographic and family information to better understand their needs.
 - Participation in the intake process is optional, and families may choose not to answer specific questions without impacting their access to services.

Data Storage and Protection

1. All collected data is stored in a password-protected database. Access to this client database is restricted to authorized personnel.
2. Personally identifiable information (PII) required for historical records, audits, or legal purposes is stored in a password-protected folder in the cloud. Access to this folder is restricted to the Controller, Chief Operating Officer, and the Program Impact & Partnerships Director.
3. Data handling protocols include encryption, regular audits, and staff training to ensure compliance with privacy and security standards.

Data Usage

1. **Anonymized Reporting:** Whenever feasible, reports are generated using anonymized Case and Individual ID numbers to safeguard family anonymity.
2. **Temporary Use of PII:** If names or other PII are required for service delivery, responsible staff securely delete the information once it is no longer needed.
3. **Purpose of Data Use:** Data is utilized to:
 - o Measure program impact
 - o Improve services through insights and analytics
 - o Fulfill funder reporting requirements
 - o Determine eligibility for programs and services

Client Rights

1. Clients have the right to access their own information upon request.
2. Clients may request corrections to their information if inaccuracies are identified.
3. Clients have the right to request deletion of their information, subject to legal and ethical obligations.

Compliance and Review

1. This policy complies with applicable privacy laws and regulations.
2. Annual reviews of data handling practices and privacy measures are conducted to ensure ongoing compliance and security.

Policy Implementation

1. All staff and volunteers are required to sign a nondisclosure and non-solicitation agreement. This agreement mandates that all client data is to be kept confidential and prohibits the use of this information for any purpose other than those explicitly permitted by A Precious Child.
2. Any breaches of data security or confidentiality will be promptly addressed and reported in accordance with legal requirements.

Policy Acceptance

By utilizing the services of A Precious Child, clients implicitly consent to the collection, use, and storage of their data as outlined in this policy.

We make every reasonable effort to prevent any loss, misuse, disclosure, as well as any unauthorized access to personal information.