

HMIS Privacy Notice

Purpose of This Notice

ServicePoint is a centralized case management system that allows authorized participating agency personnel located in Virginia Beach, VA to collect client data, produce statistical reports, and share information with select partner agencies if a signed “release of information” form is signed by the client. This notice tells you about how we use and disclose your private personal information. It tells you about your rights and our responsibilities to protect the privacy of your private personal information. It also tells you how to notify us, or the U.S. Department of Housing and Urban Development if you believe that we have violated any of your rights or any of our responsibilities.

We are required by law to maintain the privacy of your private personal information. We must follow the terms of this notice that are currently in effect.

We reserve the right to change this Notice at any time. This Notice is not a legal contract. If this notice is changed, a copy of the revised notice will be available upon request or posted at our location or on our website.

You may request a copy of our notice at any time. For more information about our privacy practices, or for additional copies of this notice, please contact us using the information listed at the end of this notice.

How We Use or Disclose Your Private Personal Information

To Provide Services

We will use private personal information about you to provide you with services. We may share this information with members of our staff who are assisting you.

For Administrative Operations

We may use or disclose your private personal information for operational purposes. For example, we may use your private personal information to evaluate our services, including the performance of our staff in providing assistance to you. We may also use this information to learn how to continually improve the quality and effectiveness of the services that we provide to you.

Uses or Disclosures That Are Required or Permitted by Law

For Administrative Functions - We may use or disclose your protected personal information to carry out the administrative functions of our office.

Academic Research Purposes - We may use or disclose protected personal information to individuals performing academic research who have a formal relationship with ServicePoint. Required by Law – We may use or disclose medical information about you when we are required to do so by law.

Public Health Activities - We may disclose private personal information about you if the HMIS user or developer, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

Victims of Abuse, Neglect or Domestic Violence - We may disclose private personal information about you to a government agency if we believe you are the victim of abuse, neglect or domestic violence.

Legal Activities - We may disclose private personal information about you in response to a court proceeding. We may also disclose private personal information about you in response to a subpoena or other legal process.

Disclosures for Law Enforcement Purposes - We may disclose private personal information about you to law enforcement officials for law enforcement purposes:

- ~As required by law.
- ~In response to a court order, subpoena or other legal proceeding.
- ~To identify or locate a suspect, fugitive, material witness or missing person.
- ~When information is requested about an actual or suspected victim of a crime.
- ~To report a death as a result of possible criminal conduct.
- ~To investigate allegations of misconduct that may have occurred on our premises
- ~To report a crime in emergency circumstances.

Funeral Directors, Coroners and Medical Examiners - We may disclose protected personal information about you as necessary to allow these individuals to carry out their responsibilities.

National Security and Intelligence - We may disclose protected personal information about you to authorized federal officials for national security and intelligence activities.

Protective Services for the President and Others - We may use protected personal information about you to authorized federal officials for the provision of protective services to the President of the United States or other foreign heads of state.

Uses or Disclosures That Require Your Authorization

Other uses and disclosures will be made only with your written authorization. You may cancel an authorization at any time by notifying your Case Manager in writing of your desire to cancel it. If you cancel an authorization it will not have any affect on information that we have already disclosed. Examples of uses or disclosures that may require your written authorization include the following:

- ~ A request to provide your private personal information to an attorney for use in a civil law suit.

Your Rights

The information contained in your record maintained by VBCDC is the physical property of VBCDC. The information in it belongs to you. You have the following rights:

Right to Request Restrictions - You have the right to ask us not to use or disclose your private personal information for a particular reason related to our services or our operations. That request must be made in writing to your Case Manager. We do not have to agree to your request. If we agree to your request, we must keep the agreement. Either you or the VBCDC can stop a restriction at any time.

Right to Inspect and Copy Your Protected Personal Information - You have the right to request to inspect and obtain a copy of your private personal information. You must submit your request in writing to our Complaint Officer. If you request a copy of the information or we provide you with a summary of the information, we may charge a fee for the costs of copying, summarizing, and/or mailing it to you.

If we agree to your request we will tell you. We may deny your request under certain limited circumstances. If your request is denied, we will let you know in writing and you may be able to request a review of our denial.

Right to Request Amendments to Your Protected Personal Information - You have the right to request that we correct your private personal information. If you believe that any private personal information in your record is incorrect or that important information is missing, you must submit your request for an amendment in writing to our Complaint Officer.

We do not have to agree to your request. If we deny your request we will tell you why. You have the right to submit a statement disagreeing with our decision.

Right To Obtain a Copy of the Notice - You have the right to request and get a paper copy of this notice and any revisions we make to the notice at any time.

Complaints

You have the right to complain to us and to the United States Secretary of Housing and Urban Development if you believe we have violated your privacy rights. There is no risk in filing a complaint.

If you are concerned that we may have violated your privacy rights, you disagree with a decision we made about access to your private personal information or in response to a request you made to amend or restrict the use or disclosure of your private personal information, or have us communicate with you by alternative means or at alternative locations, you may complain to us using the contact information listed in this notice.

To file a complaint with us, contact by phone or by mail:

Complaint Officer: Sharon Shoff, Director Administrative Services
System Administrator, Virginia Beach ServicePoint
Virginia Beach Community Development Corporation
2400 Potters Road, Virginia Beach, VA 23454 Phone: (757) 463-9516

Questions and Information

If you have any questions or want more information about this Notice of Privacy Practices, please contact:
Sharon Shoff, Director Administrative Services
Virginia Beach Community Development Corporation

A written request for information is defined under the Your Rights section of this notice. Complaints or questions may be made by phone or in writing.

We support your right to protect the privacy of medical information. We will not retaliate in any way if you choose to file a complaint with us.