

## **Internet Privacy Policy**

### **NOTICE OF PRIVACY POLICIES OF RESOURCE CENTER FOR PARENTS AND CHILDREN**

Agencies conducting financial/service transactions with clients, supporters and donors are required to inform their clients and supporters of policies regarding privacy of client information. We, the Resource Center for Parents and Children, carefully safeguard the confidentiality of information provided to us by our clients and supporters, and are bound by our professional standards to continue to maintain this vital aspect of our professional relationships.

#### **I. Acquisition of Client/Supporter Information**

Our agency collects nonpublic personal information about our clients and supporters from the following sources:

- **Information You Provide:** Our client and supporter engagements routinely require us to obtain private nonpublic information about individuals receiving support and services from the agency and from individuals supporting our agency through donations of goods, services and cash income. This information is necessary so that we can proceed with the various services and supports we provide for our clients as a part of the professional relationships.
- **Other Sources:** Depending on the particular service a client has engaged in within the agency, we may request nonpublic information concerning the matter at hand. This information is never obtained without our client's specific authorization for the type of information and the source(s) from which it may be obtained.

#### **II. Disclosure of Nonpublic Information**

Our agency policy is never to disclose nonpublic information about our clients. Nonpublic personal information is defined by regulation as any publicly available information that we acquire by using the information that you have provided by us in connection with any professional services we perform for you, which is not public information. An

example would be a birth date or social security number that is somehow used to acquire information regarding a court trial or other public record that would not have been found by us without using the information provided by you. In a generic sense, any information that a client provides us that involves the provision of program supports or services is considered nonpublic personal information and receives the same protections from disclosure as all other information about our clients or supporters. For purposes of our business relationships with our clients and supporters, all information acquired is disclosed only under the following conditions:

- Employees of the agency: Employees who need such information to provide supports or services, maintain agency records or perform administrative duties regarding agency services.
- Service Providers: as with any business, we have our own accounting, insurance, computer technicians and other service firms that we may need to provide information that the regulations consider nonpublic personal information. An example might be information your payment for parenting classes that is paid for by credit card or a supporters banking information that is on their donation check is supplied to the accounting firm for bookkeeping purposes. We have always insisted that any entity performing a service for this agency sign confidentiality agreements and contractual agreements and abide by Federal Trade Commission Regulations.
- Mandated Reporters: All staff volunteers and board members affiliated with the Resource Center for Parents and Children are mandated reporters regarding reasonable concerns of child abuse or neglect. It is required by State of Alaska Statute that these concerns be reported to the Office of Children's Services and/or law enforcement. In these instances some nonpublic personal information may be provided to the authorities.
- The agency must comply with all court ordered subpoenas requesting program records.

- Others: other than those stated above, we do not disclose any nonpublic personal information or any other information, to any outside party without specific client authorization.

### **III. Security Arrangements**

The Resource Center for Parents and Children maintain physical, electronic and procedural safeguards that comply with federal regulations to protect our client and donor nonpublic personal information and any other information obtained, to ensure our clients that their privacy is a major part of the agency's commitment to provide the finest services and supports possible.

- All information and data required for service provision is subject to rules regulated under the Federal HIPPA law. Clients are provided with HIPPA information and sign a HIPPA consent form acknowledging they have received a copy of the agency privacy practices.
- Information regarding credit card payments through the RCPC website and the Pick, Click and Give program is not obtained or kept by the agency. Other donor information is entered into the agency donor database and used for fundraising and newsletter mail outs only.

### **IV. Opt Out Provision**

The federal trade Commission regulations provide that this notice must include a provision for you to request that the firm not release your nonpublic personal information. While such a request is unnecessary, because the firm does not disclose this information in a manner that would allow you to opt out, in the interests of satisfying regulations, we include this opt out provision.

Please call us at (907) 456-2866 if you have any questions. Your privacy, our professional standard and the ability to provide you with quality professional services is very important to us.