



## North Carolina Privacy Overview

This form is about the North Carolina Statewide Homeless Management Information System. We call this the NC HMIS or the "System". Many shelters and other helping programs use the NC HMIS. The NC HMIS keeps information about clients that get help here.

We collect personal information directly from you as a way of providing the best services to meet your needs. We only collect information that we consider to be appropriate. The collection and use of all personal information is guided by strict standards of security and confidentiality.

### With your approval, we will exchange information with other agencies to accomplish the following:

- Work with other agencies to help you.
- Help case managers work together for you.
- Connect you with other helping agencies. You may be eligible for other benefits.
- Reduce the number of times you tell your story.
- Allow us to be paid for our work with you and to help us apply for additional dollars that can be used to help you.
- Help us meet our legal obligations.

### You have the right to:

- Get a copy of your record per agency guidelines
- Request a correction to your paper or electronic record
- Get a list of those with whom we've shared your information
- Get a copy of our Privacy Notice
- File a complaint if you believe your privacy rights have been violated

### You have some choices in the way that we use and share information:

- You can choose how much information is available to find your record in the System. *Questions to consider:*
  - *Do you have an acquaintance that works in social service organization in North Carolina? If so is it OK for them to know that you have asked for services even though they do not know where or what kind of services you are requesting.*
  - *Is someone currently stalking or otherwise abusing you and how would you describe the risk – low, medium or high? If you feel there is a risk to your safety, we can limit the amount of information that can be used to find your record.*
- You can choose whether we can exchange your information with other service agencies via the NC HMIS Client Release of Information & Sharing Plan for the purpose of coordinating your care. This release will cover all the agencies identified on the Plan.

## Our Uses and Disclosures

### We may use and share your information as we:

- Care for you
- Run our organization
- Bill for your services or report to funding organizations
- Do research
- Respond to lawsuits and legal actions
- Comply with the law

Please visit our website for a complete copy of our Privacy Notice: [www.eliada.org](http://www.eliada.org)