

Privacy Notice

For organizations in the Oakland-Berkeley-Alameda County Continuum of Care

When you meet with a member of our organization or get services from us, you consent to allow us to collect, use, and share information about you for certain reasons. We have a responsibility to protect your information and privacy.

This Privacy Notice summarizes our Privacy Policy. The Privacy Notice and Policy can be found online at <https://alameda.bitfocus.com/> or you can ask a staff member for a copy.

What information do we collect?

We collect information that can be used to identify you, such as:

- Your name, address, date of birth.
- Contact information.
- Identification numbers.
- Photos or videos.
- Information about services you received.

Why do we collect and share your information?

We collect, use, or share your information to:

- Provide or coordinate services.
- Collect payments.
- Run the organization.
- Create data that can't identify you.
- Support research.
- Follow local, state, and federal laws.
- Follow court orders, respond to threats, and ensure public safety.

We will ask for your written or verbal consent to use or share your information for any purpose not listed above, or if the law requires it.

What other steps do we take to protect your privacy?

In addition to following local, state, and federal laws, we will:

- Assist you if you need help or translation, as required by law.
- Explain and share this Privacy Notice and the Privacy Policy. This Notice summarizes the Policy.
- Only collect the information we need.
- Have a plan for keeping information in good order and deleting old data.
- Share the least amount of information needed to complete a task.
- Allow you to review and correct your information and explain if your request is denied.
- Have a plan and train staff to handle questions, complaints, or a data breach. The Privacy Policy can be changed at any time. Changes can apply to information that has already been collected.

For a list of organizations that are part of the Oakland-Berkeley-Alameda County Continuum of Care, please visit <https://alameda.bitfocus.com/> or ask a staff member for a copy.