



Homeless Management Information System (HMIS) Privacy Notice

Effective Date: Immediately

Organization: Family Promise of Hendricks County

Introduction

Family Promise of Hendricks County is committed to protecting the privacy and confidentiality of personal information collected from individuals and families experiencing homelessness or at risk of homelessness. The Homeless Management Information System (HMIS) is a database used to collect, store, and manage information regarding the individuals we serve, as part of our efforts to improve the coordination of care, assess service needs, and evaluate the effectiveness of our programs.

This Privacy Notice explains how we collect, use, and disclose personal information within the HMIS. It also describes your rights regarding your personal information and how you can exercise those rights.

Collection of Information

When you engage with Family Promise of Hendricks County for services, we may collect the following types of personal information:

- **Personal Identifiers:** Name, date of birth, Social Security number, and gender identity
- **Contact Information:** Address, phone number, email address
- **Demographic Information:** Race, ethnicity, veteran status, disability status, and household composition
- **Housing History:** Current and previous housing situations, reasons for homelessness, eviction status
- **Service Information:** Details of the services you receive, program participation, and outcomes
- **Health and Medical Information:** If relevant to providing services, we may collect information regarding physical and mental health, substance use, and disabilities
- **Income and Employment Information:** Employment status, income sources, benefits, and financial assistance

We collect this information to provide you with services, ensure effective program delivery, and comply with local, state, and federal requirements.

Use of Information

The information we collect is used for the following purposes:

1. **Service Provision:** To offer and coordinate services, including housing, health care, case management, and support services.
2. **Compliance:** To comply with legal requirements, funder requirements, and HMIS participation guidelines.
3. **Program Evaluation:** To evaluate the effectiveness of our programs, assess service needs, and ensure quality improvement.
4. **Data Reporting:** To compile statistical reports for funders, stakeholders, and governmental agencies. This data is anonymized and aggregated, ensuring that no personal identifiers are disclosed without your consent.
5. **Referrals:** To refer you to appropriate services, agencies, or community partners based on your needs.

Disclosure of Information

We may share your information within the HMIS system, with trusted partners, or as required by law. Your personal information may be disclosed to:

- **HMIS Participating Agencies:** Other organizations and agencies that participate in the HMIS for coordinated care.
- **Service Providers:** Trusted community partners who help provide housing, healthcare, and supportive services.
- **Funders and Auditors:** Government agencies, grantors, and auditors may review data as part of monitoring and compliance activities.
- **Law Enforcement or Government Officials:** We may share information as required by law, such as for legal processes or to prevent a serious threat to health or safety.
- **With Your Consent:** We may share your information with other parties at your direction or with your explicit consent.

Your information will **not** be shared with third parties for marketing purposes, and we will not sell or trade your personal information.

Your Rights

You have the following rights regarding your personal information in HMIS:

1. **Right to Access:** You may request a copy of your personal information stored in the HMIS.
2. **Right to Correct:** If you believe the information in HMIS is inaccurate or incomplete, you have the right to request corrections.

3. **Right to Restrict:** You may request that we limit or restrict the use or disclosure of your personal information. We will honor reasonable requests that do not interfere with the provision of services.
4. **Right to Refuse:** Participation in HMIS is voluntary, and you have the right to refuse the collection or sharing of your information. However, doing so may limit the services we can provide.
5. **Right to File a Complaint:** If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Housing and Urban Development (HUD).

Security of Your Information

We take the security of your information seriously. We employ a variety of technical, administrative, and physical safeguards to protect your data from unauthorized access, use, disclosure, or destruction. This includes encryption, access controls, secure storage systems, and staff training on data security practices.

Data Retention

We will retain your personal information in the HMIS for as long as necessary to fulfill the purposes outlined in this notice or as required by law. Typically, this includes retaining data for a minimum of five years from the last interaction.

Changes to This Privacy Notice

We may update this Privacy Notice from time to time. Any changes will be posted at Family Promise of Hendricks County offices and on our website, and we will notify you directly if there are significant changes to how we use or disclose your personal information.

Contact Us

If you have any questions or concerns regarding this Privacy Notice or your personal information, please contact:

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