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“...for this child I have prayed”

Confidentiality:

Hannah's Hope deals with certain information that is inherently unique and private. Keeping such information confidential plays an important part in our success. Hannah's Hope restricts access to certain proprietary information as appropriate to ensure security. The agency has strict guidelines in policy and procedure manuals governing release of information (written or verbal) to anyone outside the agency as well as to other employees.

All information in a client's file is considered confidential and available only to authorized individuals. Staff must protect the confidentiality of client information at all times, and must also guard against accidental disclosure of information. At the same time, staff must assure that supervisors and co-workers are notified of any relevant client information and all circumstances that might be related to risk for the client, for others, or to property.

All staff members are expected to protect confidential information at all times. Even information that may seem unimportant to you should not be divulged under any circumstances. Proprietary information includes, but is not limited to, records of donations, client files, staff member files (including their medical files), payroll records, accounts payable and receivable, policies and procedures, etc.

It is important to understand that confidential information is not to be divulged to anyone, including your fellow staff members, unless there is a business need to know. If it is discovered that you have violated the provisions of this section, you will be subject to discipline, up to and including termination.

Personally Identifiable Information (PII):

Personally identifying information (PII) or personal information means individually identifying information for or about an individual regardless of whether the information is encoded, encrypted, hashed or otherwise protected, including:

- First and last name;
- Home or other physical address;
- Contact information (including, but not limited to, email address, telephone/fax number, web address or postal address);
- Social security number, driver's license number, passport number, student identification number; and
- Any other information including date of birth, racial or ethnic background, or religious affiliation that would serve to identify an individual.

Hannah's Hope will protect all client (pregnancy and adoptive) information. Physical files (adoption client records, pregnancy client medical records, etc.) are kept locked in our office, and all digital files will be protected with a password and/or two-step verification process, accessible only to staff members. Digital files will not include Social Security Numbers or medical records for pregnancy clients (adoption client records will not be kept digitally). In the event of a breach (of digital or physical files), all clients will be contacted via phone and/or email. Efforts will be taken to contact all clients impacted using provided contact information.

Nondisclosure: Hannah's Hope shall not:

- disclose, reveal, or release any personally identifying information or individual information collected in connection with services requested, utilized, or denied through Hannah's Hope programs, regardless of whether the information has been encoded, encrypted, hashed, or otherwise protected; or
- disclose, reveal, or release individual client information without the informed, written, reasonably time-limited consent of the person (or in the case of an unemancipated minor, the minor and the parent or guardian or in the case of legal incapacity, a court-appointed guardian) about whom information is sought.

Release of Information: If release of information described in the paragraph above is compelled by statutory or court mandate:

- Hannah's Hope shall make reasonable attempts to provide notice to clients affected by the disclosure of information; and
- Hannah's Hope shall take steps necessary to protect the privacy and safety of the persons affected by using an approved release of information.

Information sharing: Hannah's Hope may share:

- Nonpersonally identifying data in the aggregate regarding services to their clients and nonpersonally identifying demographic information in order to comply with Federal, State, tribal, or territorial reporting, evaluation, or data collection requirements
- Court-generated information and law enforcement-generated information contained in secure, governmental registries for protection order enforcement purposes; and
- Law enforcement-generated and prosecution-generated information necessary for law enforcement and prosecution purposes.

In no circumstances may--

- An adult, youth, or child victim of crime be required to provide a consent to release his or her personally identifying information as a condition of eligibility for the services provided by Hannah's Hope.
- Any personally identifying information be shared in order to comply with Federal, tribal, or State reporting, evaluation, or data collection requirements.