



## Confidentiality Agreement & Policy

Children's Council acknowledges the confidential nature of the information we receive from parents and child care providers. All materials and information received that is of a confidential nature are treated as such and measures are taken to ensure the security of such information. All clients and employees confidential information are kept in locked file cabinets and/or computer databases that cannot be accessed without personalized passwords. It is the responsibility of Children's Council staff and all its representatives to follow our confidentiality policy statement. Furthermore, in order to safeguard confidential information received by all clients, staff is required to observe the following guidelines:

1. We do not divulge any information or records concerning any Children's Council of San Francisco employee and clients information, to any person unless:
  - a. The person is a manager and sharing this information is relevant to appropriately and effectively providing services, or
  - b. Written permission from the employee or client for the release of the specific information is obtained prior to the disclosure.
2. We do not disclose or share personal passwords used for purposes of security or to access confidential information in the agency's databases.
3. We do not to disclose or share specific names of clients in electronic communications with external agencies or individuals unless approved by a Senior Manager for funder reporting requirements.
4. If sharing of client's names is an internal business necessity, it may only be done by "flagging" the e-mail with "CONFIDENTIAL" before it's sent.
5. We do not to share any personal keys to access client's paper files to any person unless the persons a manager and sharing this information is relevant to appropriately and effectively providing services.
6. We do not to discuss any confidential information with clients, employees or any other individual in public and common use areas such as lobby areas, elevators, hallways, break rooms, etc.
7. We do not to leave personal, employee, or client confidential information in printer, copier or fax machines areas. This includes program forms, e-mails, applications, etc.