

# NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED. PLEASE REVIEW IT CAREFULLY.**

## **PRIVACY COMMITMENT FROM CENTRAL OUTREACH AND ADVOCACY CENTER TO YOU**

We at Central Outreach and Advocacy Center understand that information about you and your family is personal. We are committed to protecting your information. This notice tells you how we use and disclose information about you. It also tells you your rights and our requirements about the use and disclosure of your information

## **UNDERSTANDING THE TYPE OF INFORMATION THAT WE HAVE**

To determine if you are eligible for programs and services from Central Outreach and Advocacy Center (OAC), we need your personal identifying information. This information includes, but is not limited to your name, address, date of birth, phone number, and social security number.

## **YOUR INFORMATION RIGHTS**

You have the following rights regarding the information that we have about you:

**Right to Inspect and Copy:** You have the right to request to see and obtain a copy of your information. Your request must be in writing. In limited situations, we may deny your request. If your request is denied, you may request a review of the denial. To see or obtain a copy of your information, send a written request to: Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

**Right to Amend:** If you feel that the information we have about you is incorrect or incomplete, you may ask us to amend the information. To request an amendment, send a written request to: Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

We may deny your request if you ask to amend information that:

- Was not created by our agency, unless the person or entity that created the information is no longer available to make the amendment
- Is not part of the information kept by or for us
- Is not part of the information which you would be permitted to inspect and copy
- Is accurate and complete

**Right to an Accounting of Disclosures:** You have the right to request a list of the disclosures that we have made concerning your information in the three years prior to the date of your request. We do not have to account for disclosures made for national security purposes. To request an accounting of disclosures, write to: Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

**Right to Request Restrictions:** You have the right to request that we restrict the use or disclosure of your information. We may accommodate your request but are not legally required to agree to the requested restriction. To request a restriction, send a written request to: Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

**Right to Request Different Way to Communicate with You:** You have the right to request that we communicate with you about matters in a certain way or at a certain location. For example, you can ask that we only contact you at home or by mail. We will grant reasonable requests if possible. To request that we communicate with you by alternate means or at alternative locations, send a written request to Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

**Right to File a Complaint About Our Privacy Practices:** If you believe that we have disclosed information about you that we should not have disclosed, you may file a written complaint. There will be no retaliation against you for filing a complaint. To file a complaint, send a written request to Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

## **REQUIREMENTS**

We are required:

- Maintain the privacy of your information
- Not use or disclose your information without your written authorization, except as described in this notice. You may give written notice to us to revoke an authorization, except where we have taken action in reliance on your authorization.
- Give you this notice of our legal duties and privacy practices with respect to the information we collect and maintain about you.
- Follow the terms of this notice. We reserve the right to change the terms of our notice and to make the new notice provisions effective for all protected information we maintain. In the event we should make material changes to our privacy policies, we will post the revised notice on our Web site: [www.centraloutreachandadvocacy.org](http://www.centraloutreachandadvocacy.org)

## **FOR MORE INFORMATION**

If you have questions, would like more information about this notice, or would like to request a paper copy of this notice, you may send a written request to: Central Outreach and Advocacy Center, Attention: Executive Director, 201 Washington Street, SW, Atlanta, GA 30303.

You may obtain a copy of this notice at our Web site: [www.centraloutreachandadvocacy.org](http://www.centraloutreachandadvocacy.org)

Effective Date: October 1, 2010