

**Riverside City and County Continuum of Care
Homeless Management Information Systems (HMIS)**

PRIVACY NOTICE

**THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND
DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

PLEASE READ IT CAREFULLY.

Effective Date: 8/22/2025

Our Duty to Safeguard your Protected Information

Riverside County HMIS _____ collects Information about who uses our services. We will ask for your permission to enter the information we collect about you and your family into a local electronic database called the Continuum of Care for City and Riverside County Homeless Management Information System. Although the CoC HMIS helps us keep track of your information, individual and identifiable information about you is considered "Personal Protected Information" (PPI). We are required to protect the privacy of your identifying information and to give you notice about how, when and why we may use or disclose the information you give us.

We are also required to follow the privacy practices described in this Notice, although **Riverside City and County Continuum of Care reserves the right to change our privacy practices and the terms of this Notice at any time and to apply those changes to our policies and procedures to previously collected information.** You may request a copy of the notice from any participating CoC HMIS Collaborative Agency.

How We May Use and Disclose Your PPI Information

We create a record of your information including the services you receive at our partner agencies. We need this record to provide you with quality services and to comply with certain legal requirements.

We may use and disclose information about you so that you do not have to provide information more than one time. With your permission, information may be shared within HMIS to provide and coordinate services with participating organizations and may also be shared and transferred from HMIS to County of Riverside, RivCoONE database developed to provide integrated service delivery to county residents.

We use and disclose collective information for a variety of reports. We have a limited right to include some of your information for reports on homelessness and the services needed by

those who are homeless. Information that could be used to tell who you are will never be used for these reports.

We must have your written consent to use or disclose your information unless the law permits or requires us to make the use of or to disclose without your permission. Please review the Client Informed Consent/Release of information Authorization for details.

Uses and Disclosures That Do Not Require Your Authorization

As Required by Law: We will use and disclose information when required to do so by federal or state law or regulation.

Research: Under certain circumstances, we may use and disclose information about you for research purposes. All research projects are subject to a special approval process.

To Avert a Serious Threat to Health or Safety: We may use or disclose your information when necessary to prevent a serious threat to your health and safety of the public or another person.

Public Health Activities: We may disclose your information when notifying the appropriate government authority if we believe you have been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree OR when required or authorized by law.

Oversight Activities: We may disclose your information to a federal oversight agency, such as the Department of Housing and Urban Development, for activities authorized by law.

Court Order and Subpoenas: If you are involved in a lawsuit or a dispute, we may disclose your information in response to a court or administrative order. We may also disclose your information in response to a subpoena, discovery request, or other lawful process by someone else involved in a dispute.

Law Enforcement: We may disclose your information if asked to do so by law enforcement officials in any of the following circumstances:

- In response to a court order, subpoena, warrant, summons or similar process
- About the victim of a crime if, under certain circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of criminal conduct;
- About criminal conduct at any of our facilities; or
- In emergency to report a crime; the location of the crime, the victim(s); or identity, description or location of the person who committed the crime.

OTHER USES OF YOUR INFORMATION

Other uses and disclosures of your information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you provide us with authorization to disclose your information, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose your information for the reasons covered by the authorization, except that we are unable to take back any disclosure we have already made when the authorization was in effect, and we are required to retain our records of the services that we provided to you.

Individual Rights Regarding Your Information

- You have the right to receive services even if you choose NOT to participate in the CoC HMIS. However, clients may be refused program entry for not meeting other agency eligibility criteria.
- You have the right to ask for information about who has seen your information.
- You have the right to see your information and change it, if it is not correct.

Our Notice of Privacy Practices is subject to change. If we change our notice, you may obtain a copy of the revised notice by accessing our website <https://rivcohws.org/OHS> or by contacting any staff person involved in your services.

If you have any questions about our Notice of Privacy Practices, please contact:

Riverside County HMIS Lead Agency
Housing and Workforce Solutions Department
3403 Tenth St., Riverside, CA 92501
HMISsupport@rivco.org

MANDATORY COLLECTION NOTICE

We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information as mandated by law or as requested from organizations that fund this program. Other personal information we collect is necessary to operate programs, improve services and better understand the needs of homelessness. We collect appropriate information only. A Privacy Notice is available upon request.