

Reentry Center for Women is committed to safeguarding the personal information entrusted to us by our clients. We manage your personal information in accordance with applicable federal, state, and local laws. This policy outlines the principles and practices we follow in protecting your personal information.

This policy applies to Reentry Center for Women and to any person providing services on our behalf. A copy of this policy is provided to any client on request.

What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

What personal information do we collect?

We collect only the personal information that we need for the purposes of providing services to our clients, including personal information needed to:

- Deliver requested programs and services.
- Enroll a client in a program.
- Send out sponsor information.

We normally collect client personal information directly from our clients. We may collect your information from other persons with your consent or as authorized by law.

We inform our clients before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a client volunteers information for an obvious purpose.

Consent

We ask for consent to collect, use or disclose client personal information, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law. We may assume your consent in cases where you volunteer information for an obvious purpose.

We assume your consent to continue to use and, where applicable, disclose personal information that we have already collected, for the purpose for which the information was collected.

We ask for your express consent for some purposes and may not be able to provide certain services if you are unwilling to provide consent to the collection, use or disclosure of certain personal information. Where express consent is needed, we will normally ask clients to provide their consent orally (in person, by telephone), or in writing (by signing a consent form).

In cases that do not involve sensitive personal information, we may rely on "opt-out" consent. For example, we may disclose your contact information to other organizations that we believe may be of interest to you, unless you request that we do not disclose your information. You can do this by checking the appropriate box on our application form.

A client may withdraw consent to the use and disclosure of personal information at any time, unless the personal information is necessary for us to fulfil our legal obligations. We will respect your decision, but we may not be able to provide you with certain programs and services if we do not have the necessary personal information.

We may collect, use or disclose client personal information without consent only as authorized by law. For example, we may not request consent when the collection, use or disclosure is to determine suitability for an honor or award, or in an emergency that threatens life, health, or safety.

How do we use and disclose personal information?

We use and disclose client personal information only for the purpose for which the information was collected, except as authorized by law. For example, we may use client contact information to administer reentry programs and services.

If we wish to use or disclose your personal information for any new organization purpose, we will ask for your consent. We may not seek consent if the law allows this.

What is personal employee information?

Personal employee information is personal information about an employee or volunteer which is collected, used or disclosed solely for the purposes of establishing, managing or terminating an employment relationship or a volunteer work relationship. Personal employee information may, in some circumstances, include a Social Security Number, a performance review, etc.

We only collect, use, and disclose the amount and type of personal employee information that is reasonable to meet the above purposes. The following is a list of personal employee information that we may collect, use, and disclose to meet those purposes.

- Determining eligibility for employment or volunteer work including verifying qualifications and references.
- Establishing training and development requirements.
- Assessing performance and managing performance issues if they arise.
- Administering pay and benefits (paid employees only).
- Processing employee work-related claims.
- Complying with applicable laws.
- We will inform our employees and volunteers of any new purpose for which we collect, use, or disclose personal employee information, or we will obtain your consent, before or at the time the information is collected.
- Contact information such as your name, address, telephone number.
- Criminal background checks.
- Employment and volunteer information such as your resume, reference information, acceptance of employment, policy acknowledgement forms, background verification, workplace performance evaluations, emergency contacts, etc.
- Benefit information such as forms relating to applications or changes to health and insurance benefits including medical and dental care, life insurance, short and long-term disability, etc.
- Financial information such as paycheck deposit information and tax-related information.
- Other personal information required for the purposes of our employment or volunteer relationship.

We will obtain your consent to collect, use and disclose your personal information for purposes unrelated to the employment or volunteer relationship.

What information do we provide for employment/volunteer references?

In some cases, after your employment or volunteer relationship with us ends, we will be contacted by other organizations and asked to provide a reference for you. It is our policy not to disclose personal

information about our employees and volunteers to other organizations who request references without consent. The personal information we normally provide in a reference includes:

- Confirmation that an individual was an employee or volunteer, including the position, and date range of the employment or volunteering.
- General information about an individual's job duties and information about the employee or volunteer's ability to perform job duties and success in the employment or volunteer relationship.

How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with our organization. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

- We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.
- We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.
- We retain personal information only as long as is reasonable to fulfil the purposes for which the information was collected or for legal or business purposes.

Access to records containing personal information

Individuals have a right to access their own personal information in a record that is in the custody or under the control of Reentry Center for Women, subject to some exceptions. For example, organizations are required to refuse to provide access to information that would reveal personal information about another individual.

If we refuse a request in whole or in part, we will provide the reasons for the refusal. In some cases, where exceptions to access apply, we may withhold that information and provide you with the remainder of the record.

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You may also request information about our use of your personal information and any disclosure of that information to people outside our organization. In addition, you may request a correction of an error or omission in your personal information.

We will respond to your request within 14 calendar days unless an extension is granted. We may charge a reasonable fee to provide information, but not to make a correction. We do not charge fees when the request is for personal employee information. We will advise you of any fees that may apply before beginning to process your request.

Internet Protocol (IP) Addresses

Reentry Center for Women uses your Internet Protocol (IP) address for statistical metrics used to track website visitor traffic.

Cookies

Cookies are small bits of code that are sent to your computer when someone logs on to our website that allows us to identify you when you return to the site. Reentry Center for Women uses "cookie" messages to automatically help provide better services. They remind us of who you are and your preferences for our website based on what you've done and told us before. The "cookie" is placed on your computer and is read when you come back to our website. Cookies let us take you to the information and features you're particularly interested in. They also let us track your usage of www.rockservicesofthetriangle.org, so we know which parts of our sites are most popular. You can reject cookies or cancel them by instructing your web browser accordingly.

Electronic Newsletter

We send an electronic newsletter and other updates on a regular basis to our subscribers. The newsletters are sent to your preferred address. You may choose to opt out at any time, which will cease communications from us.

Internal Links

We welcome links to our homepage from other nonprofits, government agencies, and others who wish to help extend our mission. We ask that you email our Webmaster to let us know of your intentions to

link to our site and indicate the purpose of the link. No link may present or display a product or activity in a way that states or implies our endorsement. Reentry Center for Women does not endorse any commercial organizations or services.

External Links

Reentry Center for Women's website includes links to external websites created and controlled by parties other than our organization. These links are provided only for the convenience of users of our site and any information obtained thereby does not necessarily represent the opinions of Reentry Center for Women. These links do not fall under the rockservicesofthetriangle.org domain, and our organization is not responsible for the privacy practices or the content of external websites. Reentry Center for Women makes no representation about the accuracy of any information contained in these links. Your use of any linked website is solely at your own risk. We do not routinely link to private, commercial, or other similar websites other than current corporate sustainers of our organization's programs and services. However, on a case-by-case basis, we will consider requests from such groups or people to link to their websites. Reentry Center for Women will grant such requests only where it is determined that such links will clearly support our mission of providing reentry programs and services to female ex-offenders, and where we have concluded that such links will not in any way jeopardize our reputation, independence, objectivity, mission, or ability to serve our clients.