Hands holding people in a shape of a heart

Description automatically generated rev. 7/24

## Called To Care, Canandaigua Confidentiality Agreement

As you work alongside a refugee, asylee, or immigrant participant, please keep in mind that this person is part of a vulnerable group. You will have access to sensitive personal data that could be used to trace their identity and be used for identity fraud. This type of information is called *Personally Identifiable Information (PII).* You may also be aware of personal health information as well as personal histories. Please be thoughtful about how you access and share this information to protect the identity, privacy, dignity and safety of the individual.

Examples: (Note that this is NOT an all-inclusive list):

* Date of birth
* Place of Birth
* Social Security Number
* Any number specific to the person provided by a government agency to register or qualify them
* Address/location of rental unit/housing complex name
* Name and household companion name
* Host/sponsor name
* Employer and wage information
* Alien number
* Driver's license number
* Passport number
* Patient identification number
* Credit card number
* Any financial account number
* Taxpayer identification number
* Telephone number
* Photos
* Vehicle registration forms (title, license, etc.)
* Description of physical characteristics (age, weight, race, height, tattoos, etc.)
* Medical/health information
* Criminal history
* Marital status
* Family members
* Biometric identifiers (fingerprints)
* internet Protocol (IP) address
* Religion
* Occupation, former or present

Basic Rules for ***Personal Identifiable Information***(**PII**):

* Never text Pll (If a text is the absolute only way to get the information, immediately delete the texts from both phones after you need it.)
* Keep PIl private, even among your team, share only when necessary.
* Be mindful of what others share with you.
* Make sure your work setting is private and secure. (don't call social services in a public place or use public WIFI if you are dealing with sensitive information.)
* If you slip, let Called to Care, Canandaigua leadership know immediately so we can look out for suspicious activity.
* Make sure passwords are unique and secure. (Do not use passwords that you already use elsewhere or leave them in plain sight.)
* Do not post anything about your refugee, asylee, immigrant participant on any type of social media.

Volunteer/Partner and Protection:

Basic Rules for Pll must be applied to all Called to Care, Canandaigua, volunteers, sponsors, hosts, landlords, and any other person in a volunteer/support partnership with Called to Care, Canandaigua. Do not share phone numbers or email addresses without permission. Instead, collect a new contact's information and pass it on to the appropriate Called to Care, Canandaigua person.

Donor Privacy and Protection: Basic Rules for Pll must be applied to all donors, including name, business/ organization, address, and donation amount (monetary or in kind) etc.

I have read and understand the Basic Rules for PII and will adhere to these rules for the protection of all parties involved with Called to Care, Canandaigua.

Print Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature / Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_