CAASTLC

Community Action Agency of St. Louis County, Inc.

Privacy & Security Practices

General Policy: For the protection of applicants and recipients, all officers and employees of CAASTLC are prohibited, except as hereinafter provided, from disclosing any information obtained by them in the discharge of their official duties relative to the identity of applicants for or recipients of benefits or the contents of any records, files, papers, and communications, except in proceedings or investigations where the eligibility of an applicant to receive benefits, or the amount received or to be received by any recipient, is called into question, or for the purposes directly connected with the administration of public assistance.

Use or Disclosure of Information: The use or disclosure of information concerning applicants or recipients of services is limited to purposes directly connected with: 1) the administration of the program; 2) Any investigations, prosecution or criminal proceeding conducted in connection with the administration of any such program; 3) The administration of any other Federal or Federally assisted program which provides assistance directly to individuals on the basis of need. These safeguards shall also prohibit disclosures to any committee or legislative body (Federal, State, or local) of any information that identifies by name or address of such applicant or recipient.

Storage of Information: The information shall be stored in a place physically secure from access by unauthorized persons. Information in electronic format shall be stored and processed in such a way that unauthorized persons cannot retrieve the information by means of computer, remote terminal or other means. Precautions shall be taken to ensure that only authorized personnel are given access to on-line files.

All CAASTLC employees will:

- Only disclose confidential information when appropriate with valid written consent from a client or a person legally authorized to consent on behalf of the client.
- Protect the confidentiality of clients' written and electronic records and other sensitive information by taking reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access.
- Take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology.
- Only transfer or dispose of clients' records in a manner that protects clients' confidentiality and is consistent with state statutes governing records and any social work licensure.