

NOTICE OF PRIVACY RIGHTS AND PRACTICES

Effective January 1, 2026 through December 31, 2026

THIS NOTICE DESCRIBES HOW PROTECTED PERSONAL INFORMATION ABOUT YOU MAY BE USED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Purpose of this Notice: The purpose of this notice (Privacy Notice) is to inform you of the privacy practice of St. Louise Resource Services (StLRS) and to describe how we collect, use, disclose, and maintain your personal information in compliance with applicable laws.

StLRS understands that your personal information is private, and we are committed to protecting your personal information. When you receive services by this office, we create a record of the services, which includes your personal information. We need this record to provide you with quality service and to comply with certain internal requirements. This Privacy Notice applies to all of your records generated by this office and received from other professional offices.

This Notice does not apply to or describe information that is not personal information or is:

- Publicly available information from government records;
- Information that a business has a reasonable basis to believe is lawfully made available to the general public by you or from widely distributed media;
- Health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA), or clinical trial data;
- Personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or the California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

Categories of Personal Information We Collect: We collect and maintain the following categories of personal information pertaining to you and/or your family member:

- Name (First, Last)
- Address
- Contact Information
- Date of Birth
- Income

This information is directly provided by you or StLRS referring partners.

Purposes for Collection and Use: StLRS uses your personal information for the following purposes:

- The personal information you provide will be used only to identify you/your family member and to determine program eligibility for various programs you may be eligible for. This means we will share your information with the agencies and plans you want to enroll in.



Disclosure of Personal Information: We may share your personal information with:

- Agencies and health plans you are enrolled in
- Referring service providers
- Community-based organizations
- To comply with contractual requirements
- As required by law.

Retention of Personal Information: StLRS maintains personal information only as long as necessary to fulfill the purposes outlined above, to meet legal requirements, or as otherwise required by law. When retention is no longer required, we securely destroy the information.

Security of Personal Information: We implement reasonable physical, administrative, and technical safeguards to protect personal information from unauthorized access, use, or disclosure.

Your Rights and Choices:

You have the right to request, up to twice per year, that we disclose certain information to you about our collection and use of your personal information and to request a copy of the specific pieces of personal information that we have collected about you (collectively, referred to as your "access" right), including:

- The categories of personal information we have collected about you;
- The categories of sources for the personal information we collected about you;
- Our business or commercial purpose for collecting or sharing that personal information;
- The categories of personal information we have disclosed for a business purpose and third parties to whom we have disclosed your personal information for a business purpose;
- The categories of personal information we have shared and the categories of third parties to whom such information has been shared (if applicable); and
- The specific pieces of personal information we collected about you.

Deletion Request Rights: You have the right to request we delete any of your personal information we collected from you and retained, subject to certain exceptions and limitations.

Correction Rights: You have the right to request the correction of inaccurate personal information.

You also have the right to exercise your rights in this Privacy Notice without being subject to discriminatory treatment or retaliation.

Updates to This Notice:

StLRS may update this Privacy Notice periodically to reflect changes in our practices or laws.

Confidentiality

The information you give on this Application Form is private and confidential. It will only be disclosed if required by law. (Welfare and Institutions Code Sections 10850 and 14100.2)