

[YOUR LETTERHEAD HERE]

Note: Organizations are welcome to adapt these sample materials to fit your needs and the work you do. You may change wording to match the language your organization prefers (e.g., survivor or service participant). Before using this template, be sure to remove all notes in blue and replace [Program/Agency Name] with your organizational name. The language and sentence structures are simple so this is easy to read. Please stick to simple when you adapt the document.

Client Notice of Information Rights

As a client of [Program/Agency Name], you have the following rights over information you share with [Program/Agency Name] staff and volunteers:

1. [Program/Agency Name] will not share the information you give us with anyone outside of [Program/Agency Name], except when you give us written instructions to share or when a law requires that we share.
 - a. We will not share your name, address, phone number, or ID numbers outside of [Program/Agency Name], except when a law requires that we share it.
 - b. If you have questions about who is in [Program/Agency Name], and might be able to see your information, please let us know and we'll answer any questions. Note: If you use contractors who have access to identifying information (like a database vendor), you should use this section to tell clients the name of the database vendor company and should include the following
 - i. If you do not want your information put into that database, please let us know.
2. You may choose what information to give us. We will still help you even if you choose not to answer some of our questions.
3. Some laws do require that we share information about people we help.
 - a. Before you decide what you want to share with us, we will tell you what kinds of information we are required to share by law.
 - i. We are required to make hotline reports [or reports to police] if we suspect: (Note: List things that you must report by law, using simple language that matches your state laws. Common examples are child abuse or neglect, elder/vulnerable adult abuse or neglect, are reportable. Make sure you consult an attorney to determine what reporting requirements do or do not apply to your organization and staff/volunteers).
 - ii. If we do have to share information because of a law, we will talk to you about what we have to share and help you plan how to handle what comes next.
4. We do share general information about the work we do and the groups of people we help. (For example, we report the number of clients in different age ranges, and the number of clients who need certain types of help like shelter or court advocacy.)
 - a. If we think that even a general piece of information could identify you, we won't share it.
5. You can always decide that you do not want us to share information about you. You can talk to [Program/Agency Name] staff about what you want us to share and how it helps you to have us do the work of sharing.

6. You may want us to connect you with other agencies who provide different services than we do. We will help you figure out the best way to connect with them. If you want us to directly share information with the other agencies, you can work with our staff to write out your instructions to us.
 - a. We will tell you what we know about how other agencies might protect or share your information. But, once we share information with another agency at your instruction, we can't control what they will or won't do with your information.
7. We are always willing to talk with you about your rights. If you have questions or if you think we did wrong with your information, please contact: *(name and contact information of confidentiality monitor)*.