

Alpha One Consumer Confidentiality Policy

We understand that privacy is a very important matter. We create a record of the services that you receive as a consumer and you can trust us to keep your records confidential and secure. It is our policy at Alpha One to keep all consumer information, written and/or known by staff, confidential to the maximum extent possible.

Procedures

1. We will inform all consumers of our Confidentiality Policy at time of intake. A copy of this written policy can be provided.
2. Consumer information will only be shared outside of the agency when a written release of information is signed by the consumer, except:
 - a. If CIL staff determines that a consumer poses a threat to their own safety, or to the safety of others, we will notify the proper authorities.
 - b. If demanded by court subpoena, consumer information will be provided.
3. We restrict access to your information only to Alpha One employees who need the information to provide you with services, obtain payment, and perform service delivery operations (TPO).

Any other use or disclosure of your information (for non-TPO purposes as described above) will require your written authorization. If you end your business with us, we will continue to restrict use of your information as if you were still a consumer.