

CCR&R Confidentiality Policy

Confidentiality is maintained for all knowledge and information as described in Child Care Council's Confidentiality Agreement. To ensure confidentiality, all employees are required to read, understand, and sign the Confidentiality Agreement.

Confidentiality Agreement¹

Child Care Council, Inc. provides employees with the information they need to do their jobs. As an employee with need-to-know access to Child Care Council information systems (including any or all administrative systems, "shadow" databases, information stored on personal computers, in personal storage space, and information contained in shared tables, folders and directories) you may have privileges to access **Confidential Information** about faculty, staff, clients, providers, suppliers, contractors, board members and donors.

Confidential Information includes, but is not limited to: social security number, email, date of birth, religion, marital status, salary and payroll information, home phone number and address, passwords, donor name and donation, gender, ethnicity, citizenship, citizen visa code, veteran and disability status. It also includes without limitation, the following: products, concepts, inventions, devices, techniques, business plans, proposed business development, work in process, cost information, outstanding bids and proposals, customer requirements, contractual provisions, employee capabilities, proposed marketing initiatives, pricing information, pricing methods, compilations, programs, techniques, processes, the Council earnings, computer software and reporting systems, intellectual property, the designs, procedures, systems and business methods of the Council and any other information which the Council designates or treats as confidential and proprietary. This section shall not apply to any information (i) that, at the time of disclosure, is generally available to the public (other than as a result of disclosure by the Employee in violation of this Agreement); (ii) the disclosure of which is required by law, regulation order, decree or process; or (iii) the disclosure of which is approved by the Council in writing.

Procedure

Employees must read, understand, and sign the Confidentiality Agreement. Employees retain a copy of the Personnel Policy. Employees agree:

- Not to disclose confidential information without proper authorization or other than when it is necessary to carry out job duties.
- Not to access, report on, extract, or disclose information that is not required in their normal job functions and responsibilities.
- That confidentiality applies equally to verbal information and information stored in information systems (databases) and on paper records. Written or printed information will be stored in a secure place and/or disposed of with proper regard for Confidentiality, following all legal requirements related to the information in question.

¹ Confidentiality Agreement found in Child Care Council's Personnel Policy.

The Confidentiality Policy is shared verbally (on the phone or face-to-face) with customers utilizing Referral Services and with providers and community members prior to receiving services. The Confidentiality Policy is shared through print material with referrals, on the referral cover letter, and in all written agreements with providers, ensuring that all parents and providers are aware of the Confidentiality Policy. The Confidentiality Policy is available on Child Care Council's website to ensure online customer access.

Violations or suspected violations of the Confidentiality Agreement should be reported immediately. Reports from customers, providers, or community members are handled according to the CCR&R Complaint Policy.