



Golden Gate Regional Center

Supporting people with development disabilities since 1966

CONFIDENTIALITY POLICY

As part of their activities with the Golden Gate Regional Center (hereinafter “the Agency”), associates of the Agency (including employees, consultants, independent contractors, interns and volunteers) (hereinafter “Associates”) may have access to, and/or become aware of information of a confidential nature relating to the Agency’s business, its employees, providers and individuals whom the Agency supports. This information includes, but is not limited to, the following:

- Records or information related to the medical condition, health, treatment and services provided to those the Agency supports and their families;
- Medical records or information concerning individuals who have applied for or who receive services provided by the Agency;
- Intake, assessment and other forms and/or information provided by the families or the Agency;
- Information concerning the Agency’s business, including any or all unpublished cost information, accounting and financial information, business plans, lists of employees, providers, or individuals who have applied for or receive services provided by the Agency;
- Personal or employment related information concerning the Agency’s employees, including salaries, details of their position or performance, personal information, and medical or benefits information;
- Information submitted to or created by the Agency, those the Agency supports and their families, providers, consultants or community partners for use or evaluation by the Agency; and
- Other information not generally known to the public which, if misused or disclosed, could reasonably be expected to adversely affect the Agency’s business, providers or the individuals or their families whom the Agency supports.

Associates are required to keep such information in the strictest confidence and are not allowed to disclose such information to anyone inside or outside the Agency who does not have a legitimate need to know without the prior written consent of a manager within GGRC and/or the individual supported (or, where applicable, the individual’s conservator, parent or authorized representative). Associates are not allowed to use any confidential information for their own purposes or the benefit of anyone other than the Agency.

Associates are expected to maintain the proper controls over confidential documents for which they are responsible including keeping them in a secure location when they are not being used and properly disposing of documents by shredding them or placing them in a secured container within the office. Confidential information may not be stored on personal computers, personal devices, disks or flash drives.

Disclosure of Information

When required by law or to protect the interest of the individual it supports, the Agency will provide information to government agencies concerning employees, providers or people it supports.

If confidential documents are lost or misplaced, the Department of Developmental Services must be informed in accordance with Program Advisory 06-01 dated May 2006. Please contact a department manager within GGRC for additional information.

Any unauthorized release of confidential information not legally required may subject the associate to civil action under the provisions of Welfare and Institutions Code Sections 4514. Employees who have violated this policy may be subject to disciplinary action, up to and including, termination of employment.

Duty after Relationship Ends

The Associate's obligation to maintain the confidentiality and security of the information remains even after his/her relationship with the Agency ends. At the end of his/her relationship with the Agency, the Associate will promptly deliver to the Agency all originals and copies of all documents, records, software programs, media and other materials containing any confidential information. The Associate will also return to the Agency all equipment, files, software programs and any other personal property belonging to the Agency.