



Notice of Privacy Practices

Our Commitment to Privacy

Helpline Center Network of Care (HCNC) is committed to protecting the privacy and security of client information. HCNC and its Partner Agencies comply with all applicable federal, state, and local laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and 42 CFR Part 2, when applicable.

Who We Are

HCNC is a cloud-based, secure data-sharing ecosystem administered by the Helpline Center. It connects human service agencies through shared and protected client information to better coordinate care and improve community outcomes.

Information We Collect and Share

Partner Agencies collect and share information that may include but is not limited to:

- Name, contact details, and demographic information
- Service needs and eligibility information
- Referral and case management records
- Assessment results or progress notes (when applicable)

This information is used only for coordination of care, case management, and service delivery within the HCNC ecosystem.

Your Privacy Rights

You have the right to:

- Access information about you that is maintained within the HCNC ecosystem
- Request corrections to inaccurate or incomplete information
- Request restrictions on how your information is shared (as allowable by law)
- Withdraw consent for information sharing at any time
- Request a copy of this Notice of Privacy Practices

How We Protect Your Information

HCNC protects your information using multiple layers of security, including:

- User authentication: Only approved Partner Agency staff and volunteers may access

the system using secure credentials issued by HCNC staff.

- Encryption: All data transmitted or stored within HCNC is encrypted using industry-standard security protocols.
- Audit and monitoring: All HCNC user activity is auditable.
- Role-based access: Each user's access level is limited to only the information necessary to perform their job duties.

If you believe your information has been improperly accessed or shared, please contact the HCNC program staff immediately.

Partner Agency Responsibilities

Each HCNC Partner Agency must:

- Follow HCNC privacy and security standards
- Maintain compliance with federal, state, and local laws, including HIPAA and 42 CFR Part 2 when applicable
- Provide clients with this Notice upon request
- Promptly report any suspected privacy or security breach

Agencies not covered under HIPAA or 42 CFR Part 2 must still adhere to HCNC privacy and security rules as defined in the System Manual and Memorandum of Understanding (MOU).

System Security Measures

- Automatic Lockouts: Accounts become inactive after multiple failed login attempts.
- Secure Data Transmission: All HCNC web sessions are protected by HTTPS encryption.
- Data Visibility: Only agreed-upon data elements are shared among partners, and visibility is restricted according to workflow and client consent.

Changes to This Notice

HCNC may update this Notice as needed to reflect operational, legal, or technological changes.

Questions or Concerns

If you have questions about this Notice or believe your privacy rights have been violated, contact HCNC program staff at hcnc@helplinecenter.org or 605-339-4357.