

Community Service Foundation Privacy Policy

Protecting the personal information of our individual clients who obtain services from us is something we take very seriously at Community Service Foundation. This Privacy Policy explains how we handle the personal information about you that we collect and may disclose. This notice also explains how you can limit our disclosure of personal information about you. Our Privacy Policy applies to both current and former clients. We may amend this notice from time to time. We post our most recent Privacy Policy.

OUR PRIVACY PROMISE

While information is the cornerstone of our ability to provide superior service, our most important asset is our clients' trust. Keeping client information secure and using it only as our clients would want us to is a top priority for all of us at Community Service Foundation. Here is our promise to our clients:

We will safeguard, according to strict standards of security and confidentiality, any information you share with us.

We will limit the collection and use of your information to the minimum we require to deliver superior service to you, which includes providing educational programs, housing counseling, and housing placement services.

We will permit only authorized employees who are trained in proper handling of client information to have access to that information. Employees who violate our Privacy Policy will be subject to our normal disciplinary process.

We will not reveal your information to any external organization unless we have previously informed you in disclosures or agreements, have been authorized by you, or are required by law (in some cases the information you share with us is provided to certain government identities for demographic tracking purposes required by our funding agreements with those government identities).

If we should hire other organizations to provide support services, we will require them to conform to our privacy standards and to allow us to audit them for compliance.

For purposes of credit reporting, verification, and risk management, we will exchange information about you with reputable reference sources and clearinghouse services.

We will attempt to keep client files complete, up-to-date, and accurate. We will tell you how and where to conveniently access your information (except when we are prohibited by law) and how to notify us about errors which we will promptly correct.

CATEGORIES OF PERSONAL INFORMATION WE COLLECT AND MAY DISCLOSE

Information from your application: You provide us with most of the information we need as part of the application for services.

Information from third parties: The kind of data we may gather depends on the type of services you are seeking but may include credit reports, income verifications, landlord verifications, criminal records, and other third party verification.

Information about transactions or experiences: Your file may contain information based on our transactions and experiences with you such as your rental payment history or complaints.

YOU MAY REQUEST COPIES OF PERSONAL INFORMATION

To obtain copies of personal information from your file, simply send a written request to Community Service Foundation, 925 Lakeview Road, Clearwater, FL 33756. We will provide you with the information you request, except for credit bureau reports and third-party verifications. However, upon written request, we will provide you with the name and address of the credit bureau or third party who provided the information.