

MASONIC OUTREACH SERVICES

PRIVACY STATEMENT

A. **Introduction**

In the course of our outreach operations, Masonic Outreach Services (“we,” “us,” “our”) gathers, creates, and retains certain personal information about our clients. “Personal information” is any information that identifies, relates to, describes, or is capable of being associated with, a particular client, the unauthorized disclosure of which would be offensive to the average person. This Privacy Statement describes how we maintain the confidentiality of such information, and explains how we may use or disclose it.

B. **Uses and Disclosures with Written Authorization**

We have prepared an authorization form for clients to use that authorizes us to disclose personal information. In addition, clients may provide a written authorization in a form of their own choosing, as long as it is sufficiently specific and is signed by the client or the client’s personal representative.

C. **Uses and Disclosures Without Written Authorization**

In certain cases, we may disclose a client’s personal information without any written authorization as part of our outreach operations. The following are specific examples:

1. **Basic Information about Clients**

We may provide information about a client to a family member, friend, personal representative, or any other person identified by the client, limited to information that is relevant to such person’s involvement with the client’s care.

We may also provide information to a family member, friend, personal representative, or other person responsible for a client’s care, to assist in notifying them of the client’s location, general condition, or death.

2. **Facilitation of Care and Services Provided to Client**

We may disclose personal information about a client to health care providers, in-home care providers, financial services and other service providers, and government agencies to assist them in providing care or services to the client.

3. **Reporting Laws**

We will disclose personal information about a client in accordance with abuse and public health reporting laws, to the extent necessary to complete any report permitted or required by such laws.

4. **Legal Process and Law Enforcement**

We will disclose personal information in accordance with a court order, government agency order, or subpoena, and to law enforcement agencies in accordance with a

search warrant. In addition, we may disclose such information as necessary to assist law enforcement officials in performing their functions.

5. Coroner; Medical Examiner; Funeral Director

We may disclose personal information to a coroner, medical examiner, or funeral as necessary for these persons to carry out their duties.

6. Affiliated Operations and Contractors

We may disclose personal information to other employees of Masonic Homes of California, Acacia Creek, and The Grand Lodge of Free and Accepted Masons of California in order to facilitate the actual or potential provision of services by those affiliated operations to you or in order for those operations to perform functions on our behalf.

We may contract with outside contractors who need to have access to the personal information of clients in order to perform their functions. Examples include data processing, quality assurance, legal, or accounting services.

7. Disaster Relief

We may disclose a client's personal information to a public or private entity authorized to assist in disaster relief efforts.

8. Disclosures Otherwise Required by Law

We will disclose personal information about a client when otherwise specifically permitted or required by law.

D. Request for Statement of Privacy Practices

You may request and receive a copy of this Statement of Privacy Practices in written or electronic form. A copy of this statement is available online at: <http://masonichome.org/in-your-community/>.

E. Electronic Transmittal of Client Personal Information

Our workforce members use electronic means (such as e-mail and text messages) to communicate with one another and with outside persons as appropriate and necessary to perform their duties, and such communications may include client personal information. All such communications are subject to our policies setting forth the conditions and limitations on such activities, to safeguard the privacy and security of any client personal information being communicated.

F. Questions and Complaints

If you have questions about this Privacy Statement, or you have a comment or complaint about a privacy matter, please contact Masonic Homes of California at 1111 California Street, San Francisco, CA 94109, Attn: Privacy Officer, or by calling (415) 292-9123.