

## Administrative Policy No. 2023-03

**Subject:** HealthierHere Privacy Policy

**Contact:** Thuy Hua-Ly, CFOO

**Effective Date:** April 2026

**Revised:** April 2026



Approved by: \_\_\_\_\_

Chief Executive Officer

**Review Update Date:**

#### **POLICY DETAILS/OVERVIEW**

HealthierHere operates programs that offer services to community members. As part of these programs, HealthierHere works with Service Providers including social service, care coordination, community, government (tribal, state, and local), physical health, and behavioral health organizations. The “Service Providers” talked about in this policy are any service organizations that have signed agreements with HealthierHere.

**If you choose to give a HealthierHere program(s) written permission to collect, use, and share your personal and health information (“Information”), be sure to review this Privacy Policy.** It explains:

- What Information we collect
- How Information is used and shared.
- How we protect your Information.
- Your rights.

HealthierHere collects Consent to Services from anyone receiving services through our programs. Consent to Receive Services is a formal documentation of your permission that allows HealthierHere to collect and use your Information in order to provide you with services. In addition to Consent to Receive Services, HealthierHere also collects Authorization to Share Information from any Service Provider or organization using our Connect2 Coordinator application or Connect2 technology platform. Authorization to Share Information is a formal documentation of permission (or not) allowing HealthierHere to collect, use, and share your information with Service Providers in order to coordinate and streamline your services. All Service Providers are required to follow the requirements in HealthierHere's Privacy Policy. Consent to Receive Services and Authorization for Information Sharing are two separate permissions, and an individual is not required to sign

the Authorization for Information Sharing in order to receive services from a HealthierHere program.

## What Information we collect

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Information about you,  
your care, and your needs

We may collect:

- your name and contact details.
- names and contact details of family or caregivers. This will only happen if you give permission and share their contact Information.
- services you get from Service Providers.
- your date of birth, gender, race, ethnicity, tribal affiliation, or tribal enrollment.
- details about your health insurance coverage and any needs you may have, such as income, employment, transportation, housing, access to health care, etc.
- health care Information that may be protected by state, tribal, and federal privacy laws, such as Information about your medical providers, health conditions, health needs, and goals.

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How we collect your  
Information

We may collect Information from:

- You and your family.
- Your Service Providers, such as your care team, care coordinator(s), and any other person involved in your care.

## How Information is used and shared

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To contact or serve you

We may use your Information or share it with a Service Provider to:

- contact you.
- help Service Providers provide, coordinate, or refer you to services.
- learn which services you qualify for.

**Note:** Information will only be shared with Service Providers if you have signed HealthierHere's Authorization for Information Sharing, and/or a Release of Information form with your other provider(s).

If you are covered by Washington's Medicaid program, we may also share your information with the operator of the Medicaid agency to comply with

state and federal laws and agreements with the operator of the Medicaid agency that we are subject to.

We may share your information with public health organizations to monitor and improve the health of our community.

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### To improve, help fund, and study our services

Sometimes we may combine your Information with a large number of other people's Information. Combining Information into large groups allows the Information to be studied or used while protecting your privacy. After your Information has been combined, you cannot be identified.

After your Information is combined with others so your privacy is protected, it could be used to:

- evaluate how effective our services and programs are.
- improve our services and programs.
- help others learn from our work.
- help us apply for funding.
- report to organizations that fund our work.
- share with others to analyze (study) our services and programs.

We may continue to use your Information in these ways if your permission has expired, but not if you cancel your permission.

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## How we protect your Information

### Our privacy practices

It is our practice to:

- follow all state, tribal, and federal security requirements for protecting health Information.
- protect the privacy of Information that we collect.
- protect your Information from loss or misuse.

Service Providers that have signed agreements with HealthierHere:

- agree to only access and share Information that is needed to serve you.
- are required to protect your Information even if it is no longer protected under applicable privacy laws.

We will not:

- Use your Information to market products or services to you.
- Share your Information with law enforcement without a lawful subpoena, warrant, or court order.
- Sell your Information.

### Technology risks

Our goal is to protect your privacy. No technology can guarantee complete security of any Information that it collects, stores, or shares.

- No security measure is foolproof.
- No method of data storage or transmission can be guaranteed against unauthorized access, interception, or misuse.

We may not be able to prevent the use or misuse of your Information by other people or entities if they obtain your Information by:

- unauthorized access, interception, or misuse.
- in violation of our signed agreements.

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### In case of a breach

If there is access to your Information that is not allowed under this Privacy Policy (a breach), we or your Service Provider will contact you.

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## Your rights

### Review and manage your Information

You have rights when it comes to your Information.

- **You can ask to be contacted in a way that protects your privacy.** This can include being called at a certain number or sent mail at a different address.
- **You can get a copy of the Information we have about you.** Ask one of your Service Providers for a copy.
- **You can ask to have your Information corrected.** Ask one of your Service Providers to correct any Information that is wrong or incomplete.
- **You can ask to see who has accessed your Information.** Ask one of your Service Providers for a list.

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### Get a copy of this notice

You can get a copy of this Policy at any time.

- You can view or print a copy from HealthierHere's website - [www.healthierhere.org/library/privacy-policy](http://www.healthierhere.org/library/privacy-policy)
- You can ask one of your Service Providers for a paper copy.

### Voice your concerns

You can voice your concerns if you feel we violated your rights. We will not retaliate against you. To voice your concerns, contact HealthierHere by email at

[PrivacyOfficer@HealthierHere.org](mailto:PrivacyOfficer@HealthierHere.org) or by mail at 2001 8<sup>th</sup> Avenue, Suite 1400, Seattle, WA 98121.

You can view a copy of our anti-harassment, whistleblower, anti-discrimination, and anti-bias policies at [www.healthierhere.org/library/code-of-conduct](http://www.healthierhere.org/library/code-of-conduct).

## Changes and updates to this Policy

This Policy is effective initially as of April 30, 2026. Please review it from time to time to check for updates at [www.healthierhere.org/library/privacy-policy](http://www.healthierhere.org/library/privacy-policy).

- From time to time, we may change this Policy to address new issues or changes to our practices. Updates made as of April 30, 2026.
- We may add contracted Service Providers at any time. Our Service Providers are listed at <https://www.connect2.org/resources#serviceProviders>

## Questions?

Please contact our Privacy Officer by email at [PrivacyOfficer@HealthierHere.org](mailto:PrivacyOfficer@HealthierHere.org) if you have any questions or concerns about this policy.