



## HIFIS CONFIDENTIALITY AND USER AGREEMENT

I am an employee of \_\_\_\_\_ . I acknowledge that my employer has arranged for me to be granted access to BC Housing’s instance of HIFIS - Homelessness Individual and Families Information System. HIFIS is used to collect, share and report on client information.

In recognition of the confidential nature of the information contained in HIFIS, I understand and agree as follows:

1. I will access HIFIS only in the normal course of fulfilling my employment duties at \_\_\_\_\_.
2. I will use HIFIS, and collect, use and disclose client information only in accordance with the policies and procedures provided to me by BC Housing and/or my employer.
3. I will only collect and access the client information that is necessary for service delivery to each person or family, and only for individuals and families receiving services related to housing and housing-related supports. I will not collect or access client information in HIFIS for personal reasons.
4. I will disclose client information only to persons who are authorized to receive the information in accordance with the policies and procedures provided to me by BC Housing and/or my employer.
5. I will take reasonable precautions regarding the protection of client information. This includes the following:
  - 5.1. I will protect my HIFIS login password;
  - 5.2. I will not share my HIFIS login password;
  - 5.3. I will not leave client information unattended on my computer screen; and
  - 5.4. I will not save my HIFIS login password if prompted to do so by the browser on a shared computer.
6. I will immediately cease access to HIFIS at BC Housing’s and/or my employer’s request.
7. I will immediately notify BC Housing at [FIPPA@bchousing.org](mailto:FIPPA@bchousing.org) if I believe there has been a privacy breach. Most common privacy breaches happen when personal information of clients is inappropriately accessed, stolen, lost, or mistakenly disclosed.
8. I acknowledge that BC Housing and, if applicable, Community Administrators will regularly monitor access to and in HIFIS, and that this may include the review of my access to HIFIS.
9. I agree to take any privacy training required by BC Housing and/or my employer.
10. I understand that my access may be revoked at any time if I do not adhere to and comply with this Confidentiality and User Agreement, and that inappropriate use may result in disciplinary action.

Employee Name: \_\_\_\_\_ Employee Signature: \_\_\_\_\_

Position/Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

(should be a work email and cannot be a shared email account)

Senior Manager/Director Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Position/Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

Each person requiring access to HIFIS must complete and sign this Confidentiality and User Agreement. BC Housing will provide a **user name** and **password** for access to HIFIS.

**Scan and email** complete form to: [HIFISupport@bchousing.org](mailto:HIFISupport@bchousing.org)