



How Unite Us Supports Domestic Violence Survivors

Protecting a Survivor's Information is our Top Priority

At Unite Us, we protect clients' information like it's our own, and center product development, training, and internal processes around this guiding principle. Our platform is designed to protect the confidentiality of client information as required by federal and state law. We review regulations such as the Violence Against Women Act (VAWA), Victims of Crime Act (VOCA), and Family Violence Prevention and Services Act (FVPSA) with internal and external counsel to help inform the product features and additional measures Unite Us takes to further protect information.

How Unite Us Helps Protect Information

1 Onboarding Organizations

Unite Us has designed an onboarding process that ensures that all organizations are configured based on their available programs and services, thus ensuring the appropriate viewing permissions are administered. Through a Partner Registration Form (PRF), organizations are asked to identify themselves as subject to Substance Abuse and Mental Health Services Administration (SAMHSA), Health Insurance Portability and Accountability Act (HIPAA), or if they serve sensitive populations like domestic violence survivors.

We spend additional time and attention on any organization that is a covered entity, a business associate under HIPAA, Part 2-connected, or that provides services to populations that need additional privacy, such as survivors of Interpersonal Violence (IPV). Each user is provisioned with their own login credentials and permission settings to ensure information is only shared on a "need to know" basis. Based on these permissions and roles, users will only be able to see a sensitive referral for a client if they are involved in that specific service episode. Based on these permissions and roles, users will only see Personally Identifiable Information (or, as appropriate, Protected Health Information) for clients with whom they are working.

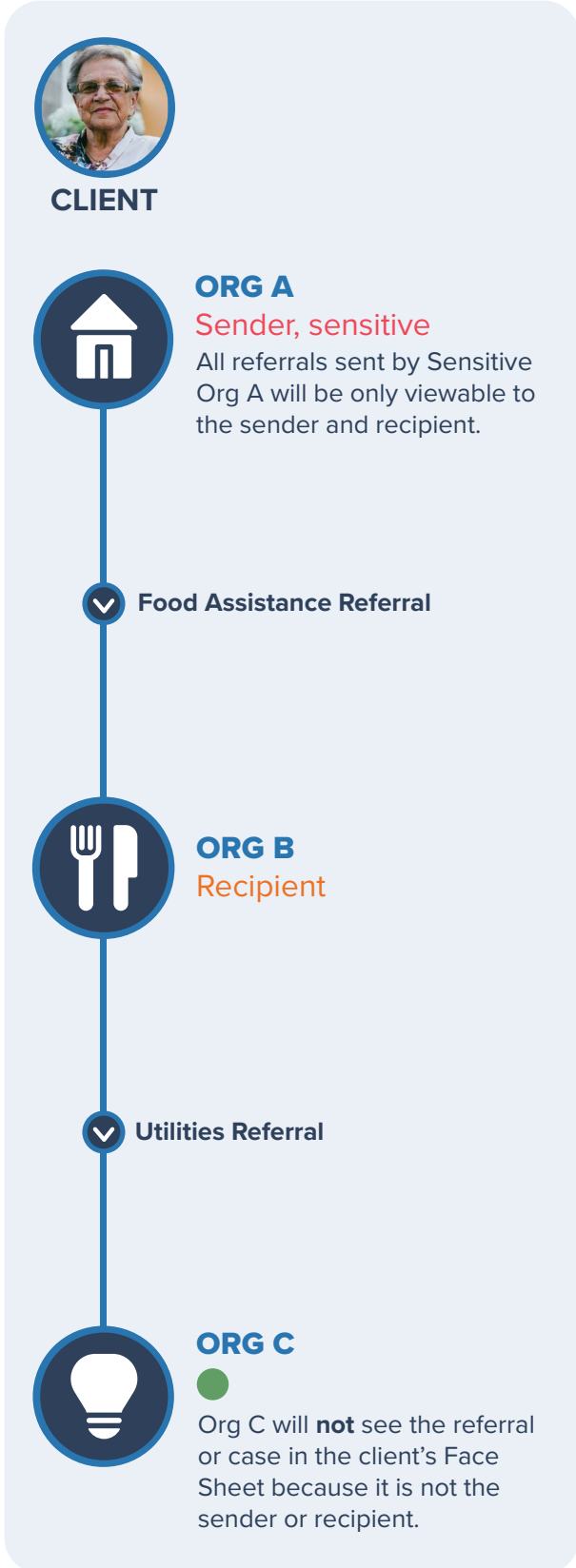
2 Confidentiality Controls

The Unite Us Platform provides powerful tools for the organizations providing the most sensitive services and serving the most vulnerable populations.

Sensitive Organizations

Unite Us' technology provides the ability to designate an organization as sensitive based on the populations it serves. Unite Us automatically classifies any of the following organizations as sensitive:

- ✔ Subject to 42 CFR Part 2
- ✔ Offers HIV/AIDS support
- ✔ Provides Domestic Violence/ Interpersonal Violence support
- ✔ Provides legal services



3 Training

Unite Us provides detailed, ongoing training to ensure that users at sensitive organizations understand how viewing permissions work and feel empowered to protect client information. Training includes a deeper dive into an organization's workflow based on the population(s) it serves and includes a section on how to protect information when using the Unite Us Platform.

4 Consent

Unite Us consent is an additional layer of protection for the client to acknowledge how their information will be shared within and, if needed, outside the platform in order to receive services. Information is not shared on Unite Us without client consent.

If your organization is bound by time-limited consent requirements, Unite Us is still a viable and dependable solution. You have a predetermined amount of time to release the client's information, whether through the Unite Us Platform, or legacy operations such as phone calls, voicemails, and/or faxes. By using the referral description in the Unite Us Platform, you can release a client's information directly to the receiving organization without fear of unauthorized redistribution.

In addition to releasing information, client consent can be revoked at any time within three business days of the request and will no longer be shared on the Unite Us Platform.

Organization-specific consents are obtained outside of Unite Us and can be added to the referral or case record of the individual or stored in an organization's system of record. The Unite Us consent does not replace any organization's existing consent or consent process.