
Host Acknowledgments Regarding:

SBDC Client Confidentiality

The Grantee acknowledges and understands Ohio SBDC client confidentiality requirements and standards including:

- (1) Except where a Client consents in writing or as directed by SBA per federal statute (15 U.S.C. § 648(a)(7)), SBDCs are not permitted to disclose any Client identity, including but not limited to a Client's name, address, telephone number and/or email address.
- (2) Except where a Client consents in writing, Grantees may not share Client information with other units of the Grantee's organization not directly involved in the conduct of this project. The unit of the Grantee's organization involved in the conduct of this project includes paid program staff, volunteers and contractors who have signed Ohio SBDC's Client Confidentiality and Conflict of Interest Agreement (form 250 or 250a).
- (3) The Grantee must provide space for confidential client counseling and secure storage of any client information, or advising notes maintained on site.
- (4) In the cases of making referrals, the Grantee may only disclose a Client's name, address, basic demographic information and needs assessment to another resource provider after 1) an SBDC adviser has made a judgement that a referral is in the client's best interest and 2) the Client consents in writing. The grantee acknowledges blanket referrals for all or select groups of clients is prohibited.
- (5) The Grantee agrees to abide by SBA Terms and Conditions which states "Unless otherwise specified, all financial, statistical, personnel and/or technical information and data furnished, produced or otherwise made available to the SBDC by its small business customers during the performance of this Agreement shall not be used for purposes other than performance of work under this Agreement. The above information received by the SBDC may be privileged and must not be released or disclosed by the SBDC without the prior written consent of the client unless otherwise required by law. If such information is requested in a legal proceeding, the SBDC must take the necessary precautions and legal recourse to protect privileged information."
- (6) Success stories: To promote its success the SBDC may highlight client success in written or video success stores. In such cases the client must sign the SBDC "Article Release Form," which includes a waiver of confidentiality. The only information that may be disclosed is the information included in the document/video for which the client has consented.
- (7) When a client waives confidentiality in writing, that document must be attached to the client's file in the SBDC client management system, Center IC.

Authorized Signature:

Date: