

# Your Privacy Matters

## *MyConnectSV: Privacy & Security Features*

MyConnectSV includes multiple features to keep your information protected. These features help ensure that only you can log into your MyConnectSV account, and that any data you share can only be accessed by providers in the community who should be able to. Keep reading for more details:

### **Multi-factor Authentication**

Any time you log into your MyConnectSV account on a new computer, phone, or tablet, you'll have to enter in a special code that's been emailed to you, along with your password. This multi-factor authentication adds an additional level of security to make sure only you are logging into your account.

### **Automatic Logout**

If you forget to log out, don't worry – MyConnectSV will log you out automatically after 20 minutes of inactivity. You'll get a pop-up window two minutes before this happens.

### **Encrypted Data**

All your data in MyConnectSV is encrypted, which means it's been scrambled into a secret code. Only MyConnectSV and Clarity HMIS have the special digital key to read it, keeping your private information and files safe from hackers.

### **Third-Party Security Reviews**

Each year, MyConnectSV and Clarity HMIS get a long-term checkup where outside experts review de-identified records over several months to prove we are consistently following strict rules to keep your data safe and secure.

*In order to be invited to MyConnectSV, you must have an active and signed HMIS Release of Information (ROI) on file. However, you have a right to revoke your consent at any time. Revoking your consent does not disqualify you from receiving services. For more information, you can review your current ROI in the **Privacy** section of MyConnectSV.*

*Want to learn even more? Check out [trust.bitfocus.com](https://trust.bitfocus.com) for further details about how we ensure your information is protected.*