



Privacy Policy

Effective Date: May 21, 2025

This Privacy Policy applies to the **Housing Authority of the City of Fort Lauderdale (HACFL)** and **HEF Management**, collectively referred to as "we," "our," or "us," and governs the collection, use, protection and disclosure of personal information from applicants, residents, vendors, and website visitors.

1. Scope

This policy applies to all personal information we collect through our operations, including but not limited to:

- Public housing and voucher program applications
 - Property management services
 - Online portals and forms
 - Communication with our staff
 - On-site visits or services
-

2. Information We Collect

We collect and maintain different types of personal information, including but not limited to:

- **Identifying Information:** Full name, date of birth, Social Security number, driver's license, and state ID numbers
 - **Contact Information:** Mailing address, phone number, email address
 - **Household and Demographic Data:** Household composition, income, employment, disability status, veteran status, etc.
 - **Financial Information:** Bank account details, income verification, credit history
 - **Rental and Housing History**
 - **Online Data:** IP address, cookies, and user interaction on our websites
-

3. How We Use Your Information

We use the information we collect for the following purposes:

- To process housing applications and eligibility determinations
 - To manage leases, rents, and maintenance requests
 - To ensure compliance with HUD regulations and Florida housing laws
 - To provide services and communicate with residents
 - To detect and prevent fraud, abuse, or unauthorized access
 - To comply with legal obligations and audits
-

4. Disclosure of Information

We do not sell or rent your personal information. We may disclose your information to:

- **Government Agencies:** U.S. Department of Housing and Urban Development (HUD), State of Florida agencies, and local governmental entities, as required
- **Service Providers:** Third-party vendors that help operate our services (e.g., IT providers, background check vendors)
- **Law Enforcement:** As required by law or in response to a valid subpoena or legal process
- **Business Partners:** Entities contracted for property management services, maintenance, or inspections

All third parties are contractually obligated to maintain the confidentiality and security of the information.

5. Data Security

We use administrative, technical, and physical safeguards to protect your personal information against loss, theft, and unauthorized access, disclosure, or modification. Examples include:

- Role-based access controls
 - Encryption of sensitive data
 - Secure file storage and disposal
 - Employee training and confidentiality agreements
-

6. Retention of Information

We retain personal data only as long as necessary to fulfill the purposes outlined in this policy or as required by HUD, IRS, or state record retention schedules.

7. Your Rights and Choices

You may have the right to:

- Request access to the personal information we maintain about you
- Correct inaccurate information
- Request deletion of your personal information (subject to HUD or legal requirements)
- Opt-out of certain communications

Requests must be submitted in writing to the Privacy Officer listed below.

8. Children's Privacy

We do not knowingly collect information from children under 13 without parental or guardian consent, in compliance with the Children's Online Privacy Protection Act (COPPA).

9. Cookies and Online Tracking

Our websites may use cookies and similar technologies to enhance user experience and collect analytical data. You may disable cookies through your browser settings, though some features of our websites may not function properly.

10. Changes to This Policy

We reserve the right to update this Privacy Policy. We will notify you of material changes via our website or direct communication. Continued use of our services after updates constitutes acceptance.

11. Contact Us

For questions about this policy or to exercise your rights, contact:

Privacy Officer

Housing Authority of the City of Fort Lauderdale

437 SW 4th Avenue, Suite 100

Ft. Lauderdale, FL 33315

Phone: 954-556-4100

Email: hacfl-info@hacfl.com

Website: www.hacfl.com