

# IWSI America Policies



**Comprehensive Service Description**  
Program Design

## Rights of Persons Served Policy

**Purpose:**

The purpose of this policy is to ensure that individuals served by IWSI America are treated with dignity, respect, and are provided with the rights they are entitled to under California state law. This policy applies to all individuals served by IWSI America, including clients, customers, and any other individuals who receive services from the organization.

**Policy:**

Right to be Treated with Dignity and Respect: All individuals served by IWSI America have the right to be treated with dignity and respect, free from discrimination, abuse, neglect, or exploitation.

**Right to Confidentiality:** All individuals served by IWSI America have the right to have their personal information kept confidential, except as required by law or as necessary for the provision of services.

**Right to Access Services:**

All individuals served by IWSI America have the right to access services without discrimination, and to receive the services they need in a manner that meets their unique needs and preferences.

**Right to Self-Determination:** All individuals served by IWSI America have the right to make their own decisions, to express their opinions, and to participate in the development of their service plan.

**Right to Complain:** All individuals served by IWSI America have the right to file a complaint if they believe their rights have been violated, and to have that complaint investigated and addressed in a timely manner.

**Right to Access Information:** All individuals served by IWSI America have the right to access information about the services they receive, the policies and procedures that govern those services, and the rights and responsibilities associated with receiving those services.

*This policy is subject to change, and IWSI America reserves the right to modify or amend this policy at any time. The most up-to-date version of this policy will be posted on the organization's website.*

**Approved by: IWSIA Board**

Date: January, 7 2022

## Informed Choice Policy

At IWSI America, we believe that consumers have the right to make their own choices about the services they receive. Our goal is to provide high-quality services that meet the needs of those who choose to use them, but we understand that not everyone will want or need to take advantage of what we have to offer. The decision to use our services is entirely up to the consumer, and we respect their right to choose what is best for them.

This policy outlines the guidelines for providing clear and accurate information about products and services so that consumers can make informed choices.

- Honest Marketing:** Marketing claims must be truthful, scientifically supported, and not misleading. Any advertising that makes exaggerated or false claims will be subject to legal action.
- Privacy Protection:** Consumers' personal information must be confidential and not shared or sold to third parties.
- Easy Access to Information:** Consumers can access information about products and services, including lists and usage instructions, through clear and easy-to-understand sources.
- Complaint Resolution:** Consumers who have concerns or complaints about IWSIA services can bring them to the company's attention, which will take appropriate action to resolve the issue.
- Consumer Education:** The information provided by IWSIA on its websites, social media, in person, virtually or transmitted in any other way is intended to be used as a guide only. Career choices are personal and individual decisions and it is the responsibility of the consumer to carefully consider their own skills, interests, and circumstances before making a decision.

**Approved by: IWSIA Board**

Date: January, 7 2022

# Student Services Confidentiality Policy

At IWSI we are committed to protecting the privacy and confidentiality of all individuals who use our services. Our priority is to provide valuable insights without compromising the privacy and confidentiality of the individuals who trust us with their information. This policy aims to outline the company's commitment to maintaining the confidentiality of all student information and to ensure that all employees and contractors are aware of their obligations in this regard.

This policy applies to all employees and contractors of the company who handle student information. Confidential Information refers to any information related to a student, including but not limited to their name, address, phone number, date of birth, academic history, and financial information.

- **Collection and Use of Confidential Information:** The company will collect and use student information only to provide students services and comply with legal and regulatory requirements. It may use aggregated data to provide Government agencies as required by contractual obligations to help us improve our offerings, however we will never release information that could be used to identify individual students or clients without prior consent.
- **Confidentiality Obligations:** All employees and contractors must maintain the confidentiality of all student information and not disclose this information to any third party without the student's written consent or as required by law.
- **Data Security:** The company will take all reasonable steps to ensure that student information is stored securely and is protected from unauthorized access, use, or disclosure.
- **Training:** All employees and contractors will receive training on the company's confidentiality policy and their obligations under this policy.
- **Violations:** Any violations of this policy may result in disciplinary action
- **Governing Law:** This policy will be governed by and interpreted following the laws of the State of California.

This policy is reviewed and updated as needed and made readily available to all employees and contractors.

**Approved by: IWSIA Board**  
Date: January, 7 2022