

ADMINISTRATION DIVISION
INFORMATION MEMORANDUM

Please Remember to Recycle

To: CDHS All Employees	No: 06-22
Subject: Personal Confidential Information	Date Issued: July 3, 2006

Purpose

Due to recent incidents of disclosure of personal confidential information, it is necessary for the department to update its policies (HAM section 11-3050 and 11-3060) to include the security and destruction of hard-copy personal confidential information.

Definition of Personal Confidential Information

Personal confidential information is information that is not public that identifies or describes an individual, including his or her name, social security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history. Personnel records, medical records and health program payment or operations records that identify an individual are included. However, lists of employee names and work phone numbers are not included as they are public information.

Personal confidential information contained in paper documents must not be left unattended. If the personal confidential information will be unattended, even for only a few minutes, it must be locked up. During non-working hours, personal confidential information must be kept in a locked desk, cabinet, or office even if the building is secured. This requirement includes materials intended for confidential destruction. Personal confidential information that has met its designated retention period must be shredded.

Personal confidential documents for shredding must be placed in locked confidential shred containers at the end of each work day or secured within a locked desk, cabinet or office.

The Department of General Services' (DGS) custodial and maintenance staff will not enter locked offices unless requested for cleaning or emergency situations. If an employee requests cleaning of a locked office, then it's incumbent upon the employee to lock all personal confidential information in locked files or desk in the office space.

Reporting Breaches of Security

It is critical for all employees to immediately report any loss of documents that contain personal confidential information or any suspected breach of the security of personal confidential information. The report should be made to the Privacy Office hotline at (916) 445-4646 and to your Division Chief via your chain of command. The report must be made the day the loss or suspected breach of confidential information is discovered. Notice of any possible loss or breach needs to reach the Director's Office on the same business day if at all possible.

If you have any questions, please contact the Documents, Records and Mail Services Unit (DRMSU) at (916) 650-0130, or via e-mail at drmsu@dhs.ca.gov .

Original Signed By

Mark Hutchinson
Deputy Director
Administration Division