

General DET Contract Policy 2 - Personally Identifiable Information Storage and Access (Youth and Adult)

Policy Statement:

This policy is a commitment to maintaining the security, confidentiality and privacy of personal information. It defines the procedures required to store and access personally identifiable information (PII).

For purposes of this policy, "personally identifiable information" means an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted:

1. Social security number;
2. Driver's license number or State Identification Card number; or
3. Account number, credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account.

Procedure:

The following steps are required of Delaware JobLink data users to securely store PII:

- All PII must be uploaded to the Delaware JobLink system.
- Hard copy or written documentation containing PII will no longer be permitted as of the date of this policy.

The following steps are required for non-Delaware Joblink data users to securely access PII:

- All requests must be made in writing and submitted to the division director.
- Delaware JobLink view only access will be granted to view the requested information.
- Delaware JobLink view only access will be terminated upon receipt of the requested information or within 24 hours of initial access, whichever comes first.

Data Integrity:

Users must at all times safeguard the confidentiality and integrity of PII by providing for secure storage and access.

Monitoring:

The Division of Employment and Training reserves the right to monitor PII storage and access.

Any determination of non-acceptable usage or unauthorized activity will be grounds for immediate disciplinary action.