

HOW DHS SAFEGUARDS PROTECTED INFORMATION

Revised 12-24-03

How DHS Safeguards Protected Information

Employees at the Department of Human Services (DHS) handle very sensitive information about clients on a daily basis. DHS is committed to the people it serves and takes matters of information privacy very seriously. To ensure that our client's information is safeguarded, it has developed procedures to protect our client's privacy.

Required Information Privacy Training for All Employees

DHS has developed an on-line information privacy training which familiarizes DHS employees with information privacy practices and tests their knowledge of these practices. Additionally, information privacy practices are explained to all new DHS employees at the time of hire, and every new employee is given a summary of appropriate data practices **See also** [Good Practices Tips](#) and [Responsible Authority](#)

Data is Transmitted Securely

DHS protects privacy of clients when using electronic media. DHS does not use unsecured email communications to send private or confidential data about individuals. DHS also includes confidentiality notices on all email and fax communications.

DHS encourages its current and potential clients not to email private or confidential information about themselves or others. Please visit the [Contact Us](#) page for the appropriate persons to direct your inquiries to.

Data Requests Must Be Made in Writing

DHS protects data from unauthorized disclosure by requiring that data requests be made in writing. **See** [Requesting Access to Private Information and Complaints About Content of Data Or Handling of Data Requests](#); [Access to Data by the Public](#)

Security of DHS Buildings

Since files and electronic information about clients are stored at DHS buildings, the physical security of these buildings is an important aspect of information privacy protection. Employees at DHS are required to wear identification badges at all times. Building entrances and exits are secure and visitors must check in at the security desk for a temporary badge before they enter the building.