

APPENDIX V

CONFIDENTIALITY AGREEMENT POLICY FOR EXTERNAL USERS – REVISED 12.13

PENNDOT Record Information Confidentiality Policy

The Pennsylvania Department of Transportation (PENNDOT) collects confidential and personal information from the public to administer the various programs for which it has responsibility. Federal and State laws govern the use of this information, including the Federal Driver's Privacy Protection Act, the Social Security Act, and the Pennsylvania Vehicle Code. Daily, many PennDOT employees and partners properly access this information to help thousands of Pennsylvania citizens. PennDOT is committed to protecting this information from unauthorized access, use, or disclosure.

The following policy sets forth users' responsibilities for handling and protecting confidential information obtained from PENNDOT. The policy **applies to both Driver License and Vehicle Registration** information.

- As a user, you may access information only when necessary to accomplish the responsibilities of your employment. You may NOT access or use information from PENNDOT for personal reasons or to assist your family or friends yourself. You must ask another unit that processes that type of transaction to assist your relative or friend. You may NOT access and provide record information to a co-worker so that the co-worker can assist his/her family. You may help your co-workers' family and friends directly **BUT ONLY** if the transaction is part of your assigned job responsibilities. (Examples of inappropriate use, access or misuse of PENNDOT information include, but are not limited to: **accessing or processing work on any records in your name**, making personal inquiries or processing unauthorized transactions on the record of friends or relatives; accessing and providing record information to a co-worker so that the co-worker can assist his/her family; accessing information about another person, including locating their residence, for any reason such as sending birthday cards, determining the age of the record holder, just being curious or any other reason that is not related to your job responsibilities.) You may **NOT** tell someone the address of another person when it is not an authorized disclosure or part of your job responsibilities.
- **You may neither access nor process work on any records in your name for any reason including training.** The following records may be used for training purposes:
Driver numbers 89050011, 26496250, and 26496245
Title numbers 43015565, 90000502, 51301858, 18473999, and 46730425.
- You may disclose PENNDOT information **only** to individuals who have been authorized to receive it.
- You are **responsible** for all transactions occurring under your "**Log on**" identification. You must keep your **password confidential** by taking reasonable precautions to maintain the secrecy of your password. Reasonable precautions include not telling or allowing others to view your password; **securing your terminal**; storing user documentation to sensitive programs in a secure place; and reporting any suspicious circumstances or unauthorized individuals you have observed in the work area to your supervisor.

PennDOT takes this responsibility of keeping our customers' information confidential very seriously and expects all users to access customers' records **only** for official approved business. Please be sure you have a thorough understanding of this policy. **Speak to your supervisor if you have any questions.**

I have read and understand the PENNDOT Record Information Confidentiality policy stated above and **agree to abide by the requirements set forth therein. I understand that violations can result in revocation from the system or other action deemed appropriate at the discretion of PennDOT. In addition, where warranted, criminal prosecution may result for violation(s) of State and Federal laws.**

Print Name

Agency/Organization

Date

Employee/User Signature

Phone Number