

West Virginia Executive Branch Privacy Policy: Accountability

Handling Privacy Questions and Complaints

Question:

Do you know what to do if someone complains about how private information, (PI), is being used?

Answer:

- ✓ Everyone has a right to understand the Department's privacy and security practices. This is true for department workers, consumers, citizens and suppliers.
- ✓ Check out your Department's Privacy Notice on your Department's website. Many privacy questions can be answered by reading this Notice.
- ✓ If the Privacy Notice doesn't provide the answer, contact your privacy officer.
- ✓ If a person believes that his or her PI is being used inappropriately, that person has a right to complain. **Never discourage a person from asking a question or making a complaint.**
- ✓ You should refer all privacy and security complaints to your privacy officer immediately. Your privacy officer will investigate and respond to the individual directly.