WV Executive Branch Privacy Tip

Note to Privacy Officers:
The Incident Reporting Procedures in this tip are to be followed unless your Department Secretary or Agency Head creates an alternative reporting system through procedure, which shall include notification of the State Privacy Office. If you have an alternative reporting system, please feel free to adjust this tip to reflect your procedure.

Accountability Policy – Response to Unauthorized Disclosures Procedure

An incident is defined as *"any event that compromises the security, confidentiality, or integrity of personally identifiable information (PII)."* Even the very best privacy programs have incidents – we know that people make mistakes and PII becomes exposed. The best privacy programs prepare for incidents; workers know how to report mistakes and privacy officers know how to respond.

Always notify your supervisor or manager immediately of a suspected incident!

If you know or suspect that an incident has occurred, be sure to contact the Office of Technology by one of the following methods:

- E-mailing incident@wv.gov with a subject line of "INCIDENT"
- Going to the West Virginia Office of Technology (WVOT) Web Site at https://apps.wv.gov/ot/ir/Default.aspx, and filling out the online Incident Report Form
- Contacting the WVOT Service Desk by phone at 304-558-9966 or 877-558-9966

Be prepared to supply the following information:

- The date the incident occurred (if known) or was discovered
- What PII was exposed
- What steps (if any) have been taken to recover the PII
- Any other information that may be relevant

For more information on recognizing and reporting incidents, visit the Incident Response page of the Privacy Office website www.privacy.wv.gov.

Note: Your agency/bureau/department/division may have specific requirements – always check your policies and procedures. If you have questions, contact your Privacy Officer.