

**West Virginia Executive Branch
Privacy Tip of the Week**

Handling Objections to Personally Identifiable Information Collection Requests

Question:

I work for a program that requires lots of personally identifiable information (PII) on the application for services. What should I do if someone refuses to provide some of the info?

Answer:

First, determine if the PII, such as social security number or mother's maiden name, is required or optional. If the PII isn't required, it does not have to be provided.

If the PII is required, confirm that the person understands the reason that you need the PII. You can explain how the PII will be used and give the person a copy of the Privacy Notice.

If the person still objects, explain that you cannot process the form without the PII. However, you can offer to raise the concern with the Department Privacy Officer, who may be able to accommodate a reasonable objection.

If the individual requests it, contact your Privacy Officer about the matter. Your Privacy Officer will determine if the individual can be accommodated and respond to the individual directly.