



West Virginia Executive Branch Privacy Tip

Missing Mail

Question:

I recently mailed pre-printed enrollment forms to a client. The forms had Personally Identifiable Information (PII) including the client's name, driver's license number and date of birth. When I called two weeks later to see if she had received the documents, she said she hadn't. It has now been a four weeks since I mailed the forms, and they still haven't been delivered to the client. Is this an incident, and should I report it to my Privacy Officer?

Answer:

Of course you should report this incident! This could possibly be an Unauthorized Disclosure as defined in section 3.2 of the [WV Executive Branch Procedure: Response to Unauthorized Disclosures](#). The following are examples of Unauthorized Disclosures to keep in mind:

- Loss of PII during transit, such as packages that are lost or mis-delivered.
- Loss or theft of laptop computers, tablets, smart phones, storage devices (such as flash drives), or storage media (such as CDs) that contain PII.
- Loss or theft of paper records containing PII,
- Improper disposal of paper documents, media or equipment containing PII.
- Accidental or intentional transmission of PII to the wrong person, such as a file being emailed to the wrong recipient.
- Discovery of viruses, spyware or malicious code that intercepts PII.
- Discovery of unauthorized access to systems containing PII.
- Transmission of PII to an unauthorized vendor or agency.

This list is not exhaustive and you should always report to your Privacy Officer when you are unsure what might be considered an Unauthorized Disclosure. Better safe than sorry!

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