

West Virginia Executive Branch Privacy Policy: Accountability

Privacy and Security Breach Notification

Question:

Who is responsible for notifying individuals when a breach occurs?

Answer:

If a security breach exposes private information, (PI), you must contact the Office of Technology Service Desk @ 1-304-558-9966 or 1-877-558-9966, and to your supervisor immediately. They will contact your department's privacy officer and the State Privacy Office.

Your department's privacy officer will decide whether to notify the individuals whose information was exposed. Your privacy office will notify individuals if there is a legal obligation to do so. Individuals will also be notified if they are at real risk of harm as a result of the breach.

If notification is needed, your privacy officer will decide how to provide notice and what the notice should say. For example, the notice will need to describe the incident. It will also tell the individuals what steps they need to take to protect themselves from harm.

It is very important to let your privacy officer handle breach notifications. This ensures that individuals receive the accurate and helpful information. Never attempt to notify individuals about a breach without the approval of your privacy officer!