

West Virginia Executive Branch Privacy Policy: Individual Rights

Accuracy of Personal Information, (PI)

Question:

What can I do to ensure the accuracy of personal information?

Answer:

Each Department strives to maintain the accuracy and completeness of all the personal information, (PI) it stores. Here are some simple steps you can take to help us meet our accuracy goals:

- ✓ If you collect PI from individuals, be sure you capture their information accurately. For example, always ask people to spell their names for you. Read back numbers that you've captured, so the person can verify that you've gotten the numbers right.
- ✓ If you collect forms from individuals, verify that the forms are legible while the person is still there. If letters or numbers aren't clear, ask the person to give you the information again.
- ✓ If you learn that an individual will have a PI change, remind the person to access and update the records. For example, if a person says she's moving in a few weeks, suggest that she come back and update her records when her new address is established.
- ✓ Encourage people to ask questions so they understand the information you need. Similarly, you should be willing to explain to people what you're looking for so that you get the right information, especially if there's any possibility of confusion about the PI needed. For example, you may be talking with a retired worker's spouse about medical benefits, and she may want to provide you with her husband's Social Security number instead of her own. Being clear when the PI is collected may enhance the accuracy of the information in the file!
- ✓ When in doubt, double-check!