

**West Virginia Executive Branch
Privacy Policy: Individual Rights**

Correcting Personal Information, (PI)

Question:

Can I correct my personal information?

Answer:

Sometimes personal information, (PI), in our systems is inaccurate. Inaccuracies exist because PI changes when people move, marry, divorce, *etc.* Inaccuracies also exist because of human errors. For example, an individual may incorrectly remember his Social Security number or insurance policy number. Or the number may be incorrectly entered by a State employee.

The Individual Rights Policy provides individuals with the ability to access and correct their PI. In many cases, PI can be corrected easily. Your Department has many established procedures for updating information. However, in some cases, PI cannot be easily updated. For example, if PI is contained in a tax lien, a court order may be required to change the information.

If you are responsible for data corrections, you should verify with your manager the types of documentation required in order to change PI in our systems.