

## **West Virginia Executive Branch Privacy Policy: Consent**

### **Recording Consents**

#### **QUESTION:**

**How is consent recorded?**

#### **ANSWER:**

When an individual exercises choice by opting-in or opting-out of a program, it is critical to accurately record that choice. The West Virginia Executive Branch Consent Policy requires Departments to use written forms when obtaining legally-required consent for the collection or use of private information (PI). But many other consent selections are made informally.

If you are responsible for managing consent forms, you understand the importance of handling these papers carefully. The same care needs to be used if you receive choice information from individuals over the phone or via email. Forward the choice selections to the proper recipient as soon as possible. This way the selections can be processed in a timely manner.

Similarly, if an individual raises concerns about the collection or use of PI, that concern should be documented and handled properly.