



City of Riverside Administrative Manual

Effective Date: 03/2015
Review Date: 07/2018
Prepared by: City Mgr/Internal Audit

Approved:

Department

City Manager

SUBJECT:

I. Confidential Information

PURPOSE:

The purpose of this Confidential Information Policy is to assist in both the prevention and detection of identity theft by outlining administrative, technical, and physical security guidelines for collecting, retaining, restricting access to, sharing and disclosing personal information of City employees, applicants for employment or residents of Riverside.

POLICY:

This policy covers all persons employed by the City of Riverside, both during and after employment. This policy prohibits confidential information as defined by Federal policy (Health Insurance Portability & Accountability Act of 1996 – HIPAA) and California Government Code §6250 ET SEQ. (California Public Records Act) from being collected, retained, accessed, disclosed or released in any format to or by any person that does not have a “need to know” without the proper consent of the individual involved or without specific authorization from the appropriate level of City management.

Types of Information to be Protected

Health Insurance Portability & Accountability Act of 1996 (HIPAA)

Individuals having access to confidential health/medical information are bound by ethical and legal restrictions. Health/medical information must not be accessed, removed, discussed with, disclosed or released to unauthorized persons without the proper consent of the individual.

Situations in violation of the policy include but are not limited to:

- “Loose” talk among human resources, risk management, workers’ compensation and/or payroll staff regarding health and medical information about any current or prior employee;
- Allowing unauthorized access of systems/applications/computers to confidential health/medical or employee personal information to others who do not have a need to have the information, do not have the authority to access in the course of their work, or do not have a need to know to carry out their job duties.

California Government Code §6250 ET SEQ. (California Public Records Act)

Personal and Private Information

Personnel, medical, or similar files, the disclosure of which would constitute an unwarranted invasion of personal privacy. Examples include but are not limited to: health information, Social Security Number, Bank Account number.

Law Enforcement and Related Investigative Records

Certain Information in Applications to Carry Concealed Weapons

Information contained in applications for licenses to carry firearms issued pursuant to Section 12050 of the Penal Code by the sheriff of a county or the chief or other head of a municipal police department, which indicates when or where the applicant is vulnerable to attack.

Local Business Taxpayer Information Submitted in Confidence

Information required from any taxpayer in connection with the collection of local taxes, which is received in confidence, and the disclosure of the information to other persons that would result in unfair competitive disadvantage to the person supplying the information.

Library Circulation Records; Library and Museum Exhibits

Library circulation records kept for the purpose of identifying the borrower of items available in libraries, and library and museum materials made or acquired and presented solely for reference or exhibition purposes.

Registration and Circulation Records of Publicly Supported Libraries

All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library;
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records
- (c) By order of the appropriate superior court.

The term "registration records" includes any information which a library requires a patron to provide in order to become eligible to borrow books and other materials, and the term "circulation records" includes any information which identifies the patrons borrowing particular books and other material.

Disposal of Confidential Documents

Documents with confidential information must be disposed of utilizing designated locked containers for shredding.

Reporting Breach of Confidentiality

Any employee aware of a potential breach of security or compromise of systems/applications containing personal information must immediately report violations of this policy. Options include reporting to a supervisor, manager, department or division head, Chief Information Officer (CIO), Assistant City Manager (ACM) or by calling the confidential Privacy Information Hotline at 951-826-2232.

Disciplinary Action for Non-Compliance

Violation of this policy is cause for immediate disciplinary action, up to and including termination of employment.

References:

City of Riverside Information Systems Security Policy

<http://intranet/Portal/uploads/Administrative%20Manual%20City%20Security%20Policy%20052006.pdf>

Health Insurance Portability & Accountability Act of 1996 (HIPAA)

<http://www.cms.hhs.gov/HIPAAGenInfo/>

California Government Code §6250 ET SEQ. (California Public Records Act)

http://caag.state.ca.us/publications/summary_public_records_act.pdf

¹ Source: http://caag.state.ca.us/publications/summary_public_records_act.pdf