

**Document No.:** PL-05-001.2

**Title:** Confidentiality of Records Policy



**Owner:** Executive Director

**Status:** Reviewed 01/28/2026

**Original Issue Date:** 6/07/06

**Expiration Date:** Until further notice

**Last Revision Date:** 01/28/2026

**To:** All CareerSource North Florida Staff and North Florida Workforce Development Board

**Purpose:** The purpose of this policy is to establish consistent handling of customer information and case files for all customers throughout CareerSource North Florida (CSNF), in accordance with CSNF, State of Florida, and Federal legislation and policy in a manner that fulfills regulatory obligations.

### Reference:

- U.S. Department of Labor, Employment and Training Administration Advisory System, Training and Employment Guidance Letter No. 39-11
- Florida Statutes 2003 414.295, 119.07, 384.29
- Article 1, Section 24, Florida Constitution
- HRS Operating Procedure No. 175-26
- Florida Department of Commerce Policy Number 033 Confidentiality of Records and Public Requests and Subpoenas
- PL-18-001 Public Records Request Policy
- PC-18-002 Public Records Request Procedure

### Background

The Workforce Innovation and Opportunity Act specifies several instances where customer information is to be held confidential. The USDOL Employment and Training Administration's TEGL 39-11 on Personally Identifiable Information (PII) establishes the protection of the of customer information, or PII, as confidential. The Florida Constitution Section 24 and Florida Statute 119.007 (1) provide for access to public records and address legislated exemptions from access. Florida Statute 414.295 defines the public records for exemption for temporary assistance programs, including disclosure within and among the partners administering temporary assistance for needy families (TANF). Florida Statute 384.29 addresses the handling of information and records relating to known or suspected cases of sexually transmitted diseases. HRSOP 175-26 established operating procedures for confidentiality of Children and Families case records. Subsequent guidance and memorandums further define procedures for dealing with both electronic and physical records.

### Content

It is the policy of the North Florida Workforce Development Board (NFWDB) to have a standardized process for the handling of customer information. All information shall be treated as confidential and be shared and stored in accordance with most recent Florida Statutes, the Florida Constitution, and Federal requirements.

### Care of Customer Information:

- Information in all case records is always to be treated as confidential.

- Electronic case records or any record containing personally identifiable information or sensitive information will be stored on the CSNF shared drive in a protected folder.
- Any centrally stored files in any building should be locked or otherwise secured.
- Information regarding health issues as defined in Florida statute will be stored separately from the customer file, in a secured, password-protected location on the CSNF shared drive, with permissions only given to appropriate staff members.
- List of participants utilizing full social security numbers will never be copied to paper or downloaded to disc or other portable electronic storage devices.
- All website information, training presentations, and printed materials will be free of full social security numbers.
- Case information and related documents should not be left open and in view of other customers.
- Case information and related documents should not be left unattended.
- Information obtained within the course of business will not be used for personal gain or involved in personal relationships.
- Customer Information obtained within the course of business will not be shared outside the workplace.

### **Release of Customer Information**

The policy and procedures for sharing or release of records will follow NFWDB's PL-18-001 Public Records Request Policy and PC-18-002 Public Records Request Procedure. CSNF will request that each customer enrolled in programs sign a release of information form to allow CSNF to communicate more efficiently with partners to streamline customer services.

### **Transmittal of Customer Information**

All communication that references customers' social security numbers will be transmitted using the individual's full name and last four digits of the social security number. Files containing personally identifiable information may sometimes be transmitted via email or secure fax line. When transmitting files by email, they must be sent in a password-protected folder, with the password being transmitted via a separate email or phone.

### **Electronic Records**

Access to electronic customer records will be restricted to employees; access will be based on job functions.

- Computers with access to electronic data systems will be signed off or otherwise secured when an employee is not at the station.
- Computer access codes will not be shared among personnel, or with non-employees.
- Access will be denied to anyone who misuses the information or systems.

*Failure to adhere to this policy will result in action as defined by North Florida Workforce Development Board and CareerSource North Florida personnel policies and procedures.*

**Action**

For immediate implementation, all CSNF staff and North Florida Workforce Development Board members must adhere to this policy and follow the procedures outlined for implementation, including any future updates.

**Timeline**

This policy is effective until further notice. It should be reviewed following three years of issuance or a change in referred guidance.

**Signature**



Mike Williams, WDB Chair

08/15/2019

Date



Diane Head, Executive Director

08/15/2019

Date

*CareerSource North Florida is an Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.*