



Like many organizations using more technology and less paper, the Human Services Agency now stores most of your information in electronic files rather than paper files. These secure electronic files are accessible only to workers who have a legitimate business reason to access your files, and who are legally obligated to protect your confidential information.

Questions & Answers

- 1. When a Human Services Agency worker uses a scanner to take electronic pictures of my Social Security card, pay stubs, or other personal information, what happens to these electronic pictures?**

The electronic pictures taken of your documents are stored in a secure electronic file system for the period of time prescribed by state and/or federal law.

- 2. What happens to the paper document after a Human Services Agency worker scans it into the electronic file system?**

Original documents that you need back, such as social security cards, are returned to you. Other documents that you don't need back, such as paper forms that you've completed, are shredded in a secure manner that complies with all state and federal laws.

- 3. Does the electronic file system expose me to a greater risk of identify theft or other privacy violations?**

No. Our electronic file system is secure and complies with all state and federal laws regarding client confidentiality. Workers may access your personal information only if they have a legitimate business reason, and they must follow specific protocols to reduce any risk of mishandling.

- 4. Who can I call if I have more questions?**

For additional information, please call 1-888-HSA-4-INFO (1-888-472-4463).