

Confidentiality Policy**Purpose:**

The purpose of this policy is to define and communicate the West Piedmont Workforce Investment Board's (WPWDB or board) commitment to protect the confidentiality of Workforce Innovation and Opportunity Act (WIOA) clients.

Policy:

It is the policy of the WPWDB to protect the confidentiality of all WIOA client information.

Maintenance and release of data: Contractors must collect data in order to document eligibility and provide services for WIOA programs. The WPWDB, contractors and subcontractors will make every effort to collect and store data in a manner that ensures it will not be accessible to anyone without authorized access. Data collected will only be used to document eligibility or provide a WIOA service. Any other use of client data will require written consent from the client or client's parent/legal guardian. Upon request, data can be released to the client.

Access to data: Upon request, contractors and/or subcontractors shall make available to the Virginia Community College System (VCCS) and its designated agents, as well to government authorities and its designated agents, access to all documents and working papers. Access includes the right of designated agents to obtain copies of working documents, as is reasonable and necessary to determine compliance with and ensure enforcement of the provisions of WIOA.

Disclosure of individual identity: The identity of any individual who furnishes information relating to an investigating, compliance review or customer satisfaction survey, including the identity of any individual who files a complaint, much be kept confidential to the extent possible, consistent with a fair determination of the issue. If it is deemed necessary to disclose an individual's identity, this individual must be protected from retaliation.

By signing below, I acknowledge that I have explained this policy to the WIOA customer.

WIOA staff signature: _____ Date: _____

By signing below, I acknowledge that I have read and understand this policy. WIOA staff has explained this policy and has answered any questions I may have had.

Client signature: _____ Date: _____

Approval Signature:

Revision Date: October, 2019