


From: **Moore, Arlene G** Arlene.G.Moore@wv.gov   
Subject: Requests  
Date: August 30, 2017 at 3:27 PM  
To: Dunn, Jill C Jill.C.Dunn@wv.gov

AM

The process for requesting information/photos from WVDMV has changed and is now handled by the Investigations section.

Prior to the release of information we must provide the requestor with a copy of the agency's DPPA policies, have a signed confidentiality agreement and a copy of the requestor's identification. I've attached the confidentiality agreement, Power Point privacy presentation and a letter from our Director. Please sign the confidentiality agreement and return with a copy of your photo ID. Once the information is received it will be on file with the Investigations section for future requests.

If you should have any questions or if I can be of assistance please don't hesitate to contact me.

Thank you,

**Arlene G. Moore**  
**Manager II**

Investigations, Security & Support Services  
WV Division of Motor Vehicles  
PO Box 17400  
5707 MacCorkle Avenue, SE  
Charleston, WV 25317  
304-926-0718 phone  
304-926-2504 fax

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WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

**Division of Motor Vehicles**

P.O. Box 17200

Charleston, West Virginia 25317 • 304.926.0708

TDD 1-800-742-6991 • 1-800-642-9066

CONFIDENTIALITY AGREEMENT

I have read and understand the West Virginia Division of Motor Vehicles (WVDMV) Privacy Program and Confidentiality Policies. I understand that my duties require me to access Personally Identifiable Information or PII. Personally Identifiable Information includes any information that can identify a person including, but not limited to the name, address, social security number, driver's license number, date of birth, photograph, computerized image, telephone number, medical information or disability information of any person or organization found in WVDMV records. I hereby agree that I will access PII only as required to perform my employment duties. I further agree to abide by the Privacy Laws and Policies found in the WVDMV Privacy Program. For example, I understand that it is my responsibility to secure the PII that I have access to and to ensure that it is not accessed by unauthorized individuals.

If I become aware of any accidental or intentional breaches of the Privacy laws or Privacy policies or procedures, I will immediately notify my employer and the WVDMV's Privacy Officer at **304.926.0708**, as well as the West Virginia Office of Technology at **1-877-558-9966**. I understand that failure to comply with the Privacy Policies and procedures may subject me to criminal prosecution, termination of my access to WVDMV records and civil liabilities.

I have viewed the PowerPoint presentation of the WVDMV Privacy Program and Confidentiality Policies and understand its requirements. I have **attached a copy** of one of the following: State issued driver's license or non-driver identification; Federal or State issued employee photo ID; Federal government issued photo ID.

_____	XXX-XX-_____
Employee's Agency/Division/Bureau	Social Security Number (last 4 digits)
_____	
Employee's printed name	
_____	_____
Employee's signature	Date

Rev. 11/2012



PrivacyPPUserA  
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WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

**Division of Motor Vehicles**

5707 MacCorkle Avenue, Southeast  
Post Office Box 17400

Charleston, West Virginia 25317-0010 • (304) 558-3900

January 17, 2014

**All Agency Representatives  
Requesting Personally Identifiable Information (PII)**

Enclosed please find a Confidentiality Agreement and Privacy PowerPoint presentation prepared by the West Virginia Division of Motor Vehicles (WVDMV) Privacy Officer, for your review.

In compliance with our current privacy policies, any agency representative wishing to request PII from the WVDMV must view the Privacy PowerPoint presentation, sign, and return the Confidentiality Agreement to the WVDMV Investigations Unit for their request for PII to be honored. Effective March 1, 2014, no PII (including photos) will be released to anyone that has not signed a confidentiality agreement.

If you have any questions or need additional information, please contact my office at (304) 926-0716.

Sincerely,



William D. Totten  
Transportation Systems Director II  
Investigations, Security & Support Services

wdt/mm

Enclosures

E.E.O. AFFIRMATIVE ACTION EMPLOYER