

Confidential Information (Providing or Obtaining) Procedure

Related Board of Trustees Policy: BP 8.4

Approval: August 2012

Revision:

NC Statewide Technology Standards: 30405 and 30407

Purpose: Procedure for the giving or receiving of confidential information.

Providing Confidential Information

When confidential information, such as a credit card or social security number, is required while conducting business, employees will be made aware that “Red Flag” rules apply. Employees are prohibited from providing confidential information, except in those instances where it is necessary to conducting business (such as providing a credit card number to order goods). In these circumstances, the following will apply:

- Confidential information must not be left on answering machines or other recording devices.
- Care must be taken to ensure that confidential information cannot be overheard when it is disclosed over the telephone.
- If confidential instructions or information are requested over the telephone, the identity of the caller must be verified as a caller authorized to receive such information before instructions or information is disclosed.
- Confidential information should not be transmitted or accepted over the Internet or through fax.
- Personnel shall transmit confidential information to printers residing in common areas only when there is a person authorized to receive the information present to protect the confidentiality of the material coming off the printer.

[Return to the Table of Contents](#)