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## **Policy Letter #25**

**TO:** All Cumberland County Workforce Development Service Providers

**FROM:** Tracy Jackson, Interim Director

**SUBJECT:** Electronic File Storage and Protecting Personally Identifiable Information

## **PURPOSE**

This policy provides guidance on the use of electronic file storage, protecting Personally Identifiable Information (PII), and retrieval of the workforce and other federal funds, participant, program, and financial documents.

## **BACKGROUND**

Local Workforce Development Areas and the North Carolina Division of Workforce Solutions (DWS) must maintain many forms of documentation and data for federal funds purposes. These documents and data may be stored electronically and must have the ability to be retrieved as per the guidance in this policy statement.

US Department of Labor (USDOL) Training and Guidance Letter (TEGL) No. 39-11 provides additional "Guidance on the Handling and Protection of Personally Identifiable Information."

## **POLICY**

Cumberland County Workforce Development area and DWS office must meet the minimum requirements as outlined in Attachment I to maintain and protect information. Local Workforce Development areas must also protect consumer Personally Identifiable Information (PII) as outlined in Attachment II. Effective July 1, 2016, all participant and program-related documents will be scanned in and stored in NCWorks Online. In addition to the NCWorks Online data, all customer information must be protected as outlined in DWS Policy Statement 08-2017 and TEGL No. 39-11.

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Attachment A: Procedure

**Creation Date**

April 2017

**Revised Date**

N/A