

CONFIDENTIALITY POLICY

Employees and volunteers and/or interns, of the Surry County Victim Witness Program, are bound by ethical and legal codes to protect the confidentiality and privacy of “Personal Client Information” and to protect and maintain the confidentiality of all information learned about our clients, their family members, and acquaintances, in the course of providing victim services. Confidential communications include conversations, reports, forms, correspondence, and computer-generated communications. Additionally, under the same premise, minor child victim’s, “Personal Client Information,” is equally confidential and only the parent or legal guardian of the minor, can waive the confidentiality.

STORAGE OF RECORDS

The Surry County Victim Witness Director and any serving volunteer or intern, have an ethical and legal obligation to respect the privacy of our clients and to protect and maintain the confidentiality of all “Personal Client Information,” while providing services to them.

Client records are legally protected and confidential records must be treated as such. This means the client records maintained by the Surry County Victim Witness Program, will be kept in a locked file cabinet, except when being reviewed or updated. Client records should be maintained in the Victim Witness Program office.

It is unethical to discuss clients and their respective case dynamics with family or friends, unless the Director and/or volunteer and/or intern, are ordered to do so by a court or otherwise required by law.

AREAS OF CONFIDENTIALITY

Confidential communications include conversations, correspondence, forms, reports and computer-generated communications with, about or involving, in any way, any clients.

Confidential “Personal Client Information,” will only be interrupted, under certain conditions:

*When the client is a threat to others or self. Under Virginia law, if you have any reason to suspect a child is being sexually, physically or psychologically abused or neglected, then you are required to report the matter to Child Protective Services.

*If client files are subpoenaed.

SURRY COUNTY VICTIM WITNESS PROGRAM POLICY ON CONFIDENTIALITY BREACHES

In the event of an actual or imminent breach of personally identifiable information (PII), the Surry County Victim Witness Program (SCVWP) will follow the county's information security incident management plan.

The following staff have key responsibility for implementing and executing the data breach procedures:

- Delon Brown, Director of Information Technology & Support Services, 757-294-5082
- Cliff Redstone, Network Technician, 757-294-5291

In an effort to prevent a breach of data and PII, Surry County and Surry County Commonwealth's Attorney's Office have implemented the following measures to prevent such a breach of data:

- Technical Support Service Provider
- Installed anti-virus, intrusion and notification software
- Agency established protocol and procedures for personal access and use of agency computers

Pursuant to Surry County Victim Witness Program Policy, any staff, volunteer and/or intern and others working on behalf of the Surry County Victim Services Program are directed to immediately report any suspected or known breach of PII to the Surry County Commonwealth's Attorney and DCJS, within 24 hours of said suspected or known breach.