

**City of Lancaster  
Administrative Policies and Procedures Manual**

Subject: <b>Protection of Confidential Information</b>		Effective Date <b>February 8, 2016</b>	
Index: Information Technology Number: 550-07	Supersedes N/A	Staff Contact Barbara Boswell	Pages 2

**1.0 Purpose**

To establish a Protection of Confidential Information policy to protect confidential information.

**2.0 Organizations Affected**

All City departments/divisions  
Lancaster Choice Energy

**3.0 References**

Personnel Rules and Regulations 07-2012  
Password Standards Policy #550-06  
Electronic Records Management Policy #550-02  
Internet Access and Use Policy #550-04  
Privacy and Customer Confidentiality Policy #LCE-004

**4.0 Definitions**

**4.1 Confidential Information**

Information that is not considered public information including but not limited to social security number, taxpayer ID number, Southern California Edison (SCE) or Lancaster Choice Energy (LCE) customer or service account information including customers' names, service addresses, billing addresses, telephone numbers, email addresses, account numbers, and electricity consumption.

**5.0 Policy**

**5.1 Ensuring Customer Confidentiality is Protected**

To ensure that all employees protect the integrity of the City's confidential information as well as the confidentiality of others, confidential information may not be shared with unauthorized individuals within or outside of the organization and may not be transmitted via email, except where reasonably necessary to conduct LCE's business or provide services to customers as required by the California Public Utilities Commission (CPUC).

6.0 Procedure

- 6.1 Confidential information cannot be transmitted or forwarded to individuals within or outside of the organization who do not have an authorized need to know the information.
- 6.2 Confidential information cannot be transmitted via email.
- 6.3 Confidential information cannot be posted on the City's website.
- 6.4 Employees must lock his/her computer when leaving their computer.
- 6.5 Passwords may not be shared with any person and cannot be stored physically or digitally.
- 6.6 Documents containing confidential information must be secured at all times.
- 6.7 Documents containing confidential information must be shredded when destroyed when no longer used and as per the adopted retention schedule if applicable.
- 6.8 Employees are responsible for any action performed under their user name and password.
- 6.9 Examples of reasonably necessary business purposes include but are not limited to when such disclosure is necessary to:
  - a) Comply with law, regulation, or court order;
  - b) Enable LCE to provide services to its customers;
  - c) Collect unpaid bills;
  - d) Obtain and provide credit reporting information;
  - e) Resolve customer disputes or inquiries;
  - f) Communicate about demand response, energy efficiency, energy management, and conservation programs, or
  - g) In situation of imminent threat to life or property.
- 6.10 Failure to comply with the provisions of this policy and procedure may result in discipline up to and including discharge.

  
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Mark V. Bozigian, City Manager

5-6-16  
\_\_\_\_\_  
Date

**PROTECTION OF CONFIDENTIAL INFORMATION POLICY  
ACKNOWLEDGEMENT**

I have read the Protection of Confidential Information Policy and understand its provisions. I understand that to ensure the protection of the integrity of the City's confidential information as well as the confidentiality of others, confidential information may not be shared with unauthorized individuals within or outside of the organization and may not be transmitted via email.

I accept responsibility for any action performed under my user name and password.

I understand that handling and use of confidential information in violation of the Protection of Confidential Information Policy may result in employee discipline, up to and including termination.

By signing this form, I agree to abide by the Policies currently in place and I agree to review periodically any changes or modifications. I understand that my regular review of policies is required. I understand updates to policies are available on the intranet.

Employee (Print Name): \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Department Head Signature \_\_\_\_\_ Date \_\_\_\_\_

(To be filed with Human Resources)