



ARKANSAS DEPARTMENT OF VETERANS AFFAIRS
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SARAH HUCKABEE SANDERS
GOVERNOR

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RET. MAJOR GENERAL
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MEMORANDUM FOR EMPLOYEES OF ARKANSAS DEPARTMENT OF VETERANS AFFAIRS

SUBJECT: Arkansas Department of Veterans Affairs (ADVA) Protected Information Policy

1. ADVA Human Resources is responsible for the creation, revision, and dissemination of various agency policies and procedures in order to assist in the maintenance of an effective workplace.
2. This policy provides the policy and expectations regarding the safeguarding of protected and sensitive information obtained during the course of employment.
3. Point of contact for this memo is Melissa Butler at (501) 682-1954.

A handwritten signature in blue ink, appearing to read "Kendall W. Penn".

KENDALL W. PENN
MAJOR GENERAL, Retired
SECRETARY

ARKANSAS DEPARTMENT OF VETERANS AFFAIRS
Protected Information Policy

I. PURPOSE:

The following shall establish and set forth the Arkansas Department of Veterans Affairs (ADVA) policy regarding protected and sensitive information.

II. AUTHORITY:

- (1) The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191
- (2) The Privacy Act of 1974 (6 U. S. C. 552a)
- (3) Arkansas Code Annotated § 21-1-106

III. POLICY:

Safeguarding sensitive information is a critical responsibility that must be taken seriously by all employees in order to maintain the trust of the public. It is the responsibility of each employee to ensure that all personally identifiable information (PII), medical information protected under the Health Insurance Portability and Accountability Act (HIPAA) such as information regarding the individual's past, present, or future health condition, or any other sensitive information to which they have access, is protected at all times and only available on a "need to know" basis.

Employees of ADVA having access to, or knowledge of any personal or sensitive information are bound by all applicable state and federal laws concerning confidentiality of health information or other information that would violate a reasonable expectation of privacy. At no time are employees authorized to record audio or video or photograph on the grounds of an Arkansas State Veterans Hospital, while working with the Veterans Service Division, or in any other area or situation where PII or other sensitive information is in view or likely to be discussed.

Sensitive, personally identifiable, and HIPAA protected information includes but is not limited to: Social security number, date of birth, any health or medical information, driver's license number, personal phone number, personal address, financial information, marital status, or other sensitive information gained, whether intentionally or accidentally, through the normal course of employment.

IV. EMPLOYEE RESPONSIBILITIES:

Under this policy, all employees are expected to maintain privacy and protect any and all sensitive information or data to which they have access. Employees shall report any violation of this policy through his or her chain of command.

Failure to comply with any portion of this policy shall result in disciplinary action up to and including termination.