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**Introduction**

Privacy Policies are mechanisms used to establish the limits and expectations for the users of [AGENCY] Information Resources. Internal users should have no expectation of privacy with respect to Information Resources. External users should have the expectation of complete privacy, except in the case of suspected wrongdoing, with respect to Information Resources.

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**Purpose**

The purpose of the [AGENCY] Information Services Privacy Policy is to clearly communicate the [AGENCY] Information Services Privacy expectations to Information Resources users.

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**Audience**

The [AGENCY] Information Services Privacy Policy applies equally to all individuals who use any [AGENCY] Information Resource.

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**Ownership**

Electronic files created, sent, received, or stored on computers owned, leased administered, or otherwise under the custody and control of [AGENCY] are the property of [AGENCY].

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## Definitions

**Information Resources (IR):** any and all computer printouts, online display devices, magnetic storage media, and all computer-related activities involving any device capable of receiving email, browsing Web sites, or otherwise capable of receiving, storing, managing, or transmitting electronic data including, but not limited to, mainframes, servers, personal computers, notebook computers, hand-held computers, personal digital assistant (PDA), pagers, distributed processing systems, network attached and computer controlled medical and laboratory equipment (i.e. embedded technology), telecommunication resources, network environments, telephones, fax machines, printers and service bureaus. Additionally, it is the procedures, equipment, facilities, software, and data that are designed, built, operated, and maintained to create, collect, record, process, store, retrieve, display, and transmit information.

**Information Services (IS):** The name of the agency department responsible for computers, networking and data management.

**Webserver:** A computer that delivers (*serves up*) web pages.

**Web page:** A document on the World Wide Web. Every Web page is identified by a unique URL (Uniform Resource Locator).

**World Wide Web:** A system of Internet hosts that supports documents formatted in HTML (HyperText Markup Language) which contain links to other documents (hyperlinks) and to audio, video, and graphic images. Users can access the Web with special applications called browsers, such as Netscape Navigator, and Microsoft Internet Explorer.

**Website:** A location on the World Wide Web, accessed by typing its address (URL) into a Web browser. A Web site always includes a home page and may contain additional documents or pages.

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## **IS Privacy Policy**

- Electronic files created, sent, received, or stored on IR owned, leased, administered, or otherwise under the custody and control of [AGENCY] are not private and may be accessed by [AGENCY] IS employees at any time without knowledge of the IR user or owner.
- To manage systems and enforce security, [AGENCY] may log, review, and otherwise utilize any information stored on or passing through its IR systems in accordance with the provisions and safeguards provided in the Texas Administrative Code 202, Information Resource Standards. For these same purposes, [AGENCY] may also capture User activity such as telephone numbers dialed and web sites visited.
- A wide variety of third parties have entrusted their information to [AGENCY] for business purposes, and all workers at [AGENCY] must do their best to safeguard the privacy and security of this information. The most important of these third parties is the individual customer; customer account data is accordingly confidential and access will be strictly limited based on business need for access.
- Users must report any weaknesses in [AGENCY] computer security, any incidents of possible misuse or violation of this agreement to the proper authorities by contacting the appropriate management.
- Users must not attempt to access any data or programs contained on [AGENCY] systems for which they do not have authorization or explicit consent.

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## **Disciplinary Actions**

Violation of this policy may result in disciplinary action which may include termination for employees and temporaries; a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of [AGENCY] Information Resources access privileges, civil, and criminal prosecution.

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**Public Access  
Privacy Policy**

[AGENCY] web sites available to the general public must contain a Privacy Statement. An example of a good public Privacy Statement follows:

**Web site Privacy Statement on the Use of Information Gathered from the General Public**

The following statement applies only to members of the general public and is intended to address concerns about the types of information gathered from the public, if any, and how that information is used.

**I. Cookies**

A “cookie” is a small file containing information that is placed on a user’s computer by a web server. Typically, these files are used to enhance the user’s experience of the site, to help users move between pages in a database, or to customize information for a user.

Any information that [AGENCY] webservers may store in cookies is used for internal purposes only. Cookie data is not used in any way that would disclose personally identifiable information to outside parties unless [AGENCY] is legally required to do so in connection with law enforcement investigations or other legal proceedings.

**II. Logs and Network Monitoring**

[AGENCY] maintains log files of all access to its site and also monitors network traffic for the purposes of site management. This information is used to help diagnose problems with the server and to carry out other administrative tasks. Log analysis tools are also used to create summary statistics to determine which information is of most interest to users, to identify system problem areas, or to help determine technical requirements.

Information such as the following is collected in these files:

**Hostname:** the hostname and/or IP address of the computer requesting access to the site

**User-Agent:** the type of browser, its version, and the operating system of the computer requesting access (e.g., Netscape 4 for Windows, IE 4 for Macintosh, etc.)

**Referrer:** the web page the user came from

**System date:** the date and time on the server at the time of access

**Full request:** the exact request the user made

**Status:** the status code the server returned, e.g., fulfilled request, file not found

**Content length:** the size, in bytes, of the file sent to the user

**Method:** the request method used by the browser (e.g., post, get)

**Universal Resource Identifier (URI):** the location of the particular resource requested. (More commonly known as a URL.)

**Query string of the URI:** anything after a question mark in a URI. For example, if a keyword search has been requested, the search word will appear in the query string.

**Protocol:** the technical protocol and version used, i.e., http 1.0, ftp, etc.

## IS Privacy Policy

The above information is not used in any way that would reveal personally identifying information to outside parties unless [AGENCY] is legally required to do so in connection with law enforcement investigations or other legal proceedings.

### **III. Email and Form Information**

If a member of the general public sends [AGENCY] an e-mail message or fills out a web-based form with a question or comment that contains personally identifying information, that information will only be used to respond to the request and analyze trends. The message may be redirected to another government agency or person who is better able to answer your question. Such information is not used in any way that would reveal personally identifying information to outside parties unless System Administration is legally required to do so in connection with law enforcement investigations or other legal proceedings.

### **IV. Links**

This site may contain links to other sites. [AGENCY] is not responsible for the privacy practices or the content of such websites.

### **V. Security**

This site has security measures in place to protect from loss, misuse and alteration of the information.

### **Contacting [AGENCY]**

If there are any questions about this privacy statement, the practices of this site, or dealings with this website, contact

xxxxxx@xxxxxx.xxx

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**Supporting Information**

**This Security Policy is supported by the following Security Policy Standards**

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**Reference # Policy Standard detail**

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- 2 Security awareness of personnel must be continually emphasized, reinforced, updated and validated.

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  - 3 All personnel are responsible for managing their use of IR and are accountable for their actions relating to IR security. Personnel are also equally responsible for reporting any suspected or confirmed violations of this policy to the appropriate management.

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  - 16 Custodian departments must provide adequate access controls in order to monitor systems to protect data and programs from misuse in accordance with the needs defined by owner departments. Access must be properly documented, authorized and controlled.
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**References**

Copyright Act of 1976  
Foreign Corrupt Practices Act of 1977  
Computer Fraud and Abuse Act of 1986  
Computer Security Act of 1987  
The Health Insurance Portability and Accountability Act of 1996 (HIPAA)  
The State of Texas Information Act  
Texas Government Code, Section 441  
Texas Administrative Code, Chapter 202  
IRM Act, 2054.075(b)  
The State of Texas Penal Code, Chapters 33 and 33A  
DIR Practices for Protecting Information Resources Assets  
DIR Standards Review and Recommendations Publications