

Operational Improvements

Publish a Privacy Guide

The State of Washington has published a Privacy Guide intended to educate citizens on their privacy rights in relation to the State. This guide entitled **Privacy: A Guide to Washington Citizens**¹¹, provides excellent guidance for citizens on protecting the privacy of their personal information in a digital environment.

King County should develop and publish a similar guide for residents but take it one step further by developing and publishing a second guide targeted to King County employees. This second guide would focus on how King County employees can protect the privacy of resident information.

Ensure that all King County Workforce Members are Educated on the Concept of Privacy and Personally Identifiable Information

In order to ensure that the personal information about residents and others engaged in interactions with King County is properly protected all King County Workforce Member must be adequately educated on the topic of privacy, what constitutes Personally Identifiable Information, what impacts entities, including King County, can face if such information is inappropriately handled and how they should behave around such information.

The term Workforce Member is being used here due to the broad nature of individuals conducting work for King County. The term “Employee” is not sufficient to encompass all such individuals. Workforce Member is defined in King County’s Privacy Policy as:

“Employees, volunteers, and other persons whose conduct, in the performance of work for King County, is under the direct control of King County, whether or not they are paid by King County. This includes full and part time elected or appointed officials, members of boards and commissions, employees, affiliates, associates, students, volunteers, and staff from third party entities who provide service to King County.”

One piece of this education will of course be the Privacy Guide mentioned above, but there is much more to such education than simply publishing a pamphlet. All King County Workforce Members must be required to participate in such an education effort, potentially as part of on-boarding activities at the start of employment, and/or through a bi-annual training for existing employees.

Inventory Personally Identifiable Information Using a Privacy Impact Assessment (PIA)

A Privacy Impact Assessment (PIA) is a decision tool used to identify and mitigate privacy risks that identifies:

- What Personally Identifiable Information (PII) an organization is collecting;
- Why the PII is being collected; and
- How the PII will be collected, used, accessed, shared, protected and stored.

A Privacy Impact Assessment (PIA) is intended to accomplish three goals:

- Ensure conformance with applicable legal, regulatory, and policy requirements for privacy;

¹¹ Privacy: A Guide for Washington Citizens can be found at <https://s3-us-west-2.amazonaws.com/ocio-website-files/PrivacyGuide2015.pdf>.

