

## **The Department of Developmental Services' Privacy Policy**

Thank you for visiting the Department of Developmental Services (DDS) website and reviewing the Privacy Policy. DDS' Privacy Policy covers DDS' practices regarding personal information.

By visiting this website, you are accepting the policies and practices as described herein.

DDS is committed to promoting and protecting the privacy rights of individuals, as enumerated in Article 1 of the California Constitution, the Welfare and Institutions Code, the Information Practices Act of 1977, other state law and federal laws.

As a covered entity and provider of health care as well as state agency, it is the policy of the DDS to limit the collection and safeguard the privacy of personal information collected or maintained by DDS. DDS' information management practices conform to the requirements of the Health Information Portability and Accountability Act, Lanterman Developmental Disabilities Act, the California Medical Information Act, the Information Practices Act at Civil Code section 1798 et seq., Public Records Act at Government Code section 7920.000 et seq. (Public Records Act), Government Code sections 11015.5 and 11019.9, and other applicable laws pertaining to information privacy.

DDS follows these principles in collecting and managing personal information:

- DDS collects personal information on individuals only as allowed by law. DDS limits the collection of personal information to what is relevant and necessary to accomplish a lawful purpose of DDS. Personal information, as defined in the Information Practices Act, is information that identifies or describes an individual including, but not limited to, name, Social Security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history.
- DDS does not collect home, business or e-mail addresses, or account information from persons who simply browse our Internet website. DDS collects personal information about individuals through our website only if an individual provides such information to DDS voluntarily through forms or surveys. DDS also uses third-party services, such as Google Analytics, which may automatically collect information such as the domain name or anonymized Internet Protocol address that relates to the machine used to access DDS' website, the type of browser and operating system used, the date and time when the website is visited, web pages displayed, and any forms that are uploaded.
- DDS may use both session and persistent cookies to support usability and understand how visitors navigate the site. Cookies are small text files placed on your computer, often without your knowledge, while visiting certain sites on the Internet used to identify your computer to enhance your experience. For example, cookies are used by some sites to remember your language preference, to maintain your session as you complete a form, or collect anonymized data on how visitors navigate the site to help improve usability.

- A temporary cookie may be placed on your computer for applications such as online complaint forms or public records act request forms which can be sent electronically. The session cookies are used to facilitate the interaction between you and the fields in the form. Cookies may also be used to understand trends and analyze website usage to improve the website users' experience.
- You can prevent cookies from being placed on your computer by accessing your browser's preferences menu and deleting existing cookies. There also are commercial programs available to help you manage cookies. Learn more about managing cookies at <https://www.aboutcookies.org/>.
- Before taking such steps, you should be aware that some websites may not work properly if you choose to block the placement of cookies on your computer. You will need to decide whether enabling cookies outweighs privacy concerns.
- DDS will collect personal information relevant to the specific purpose(s) enumerated at or prior to the time of collection in the privacy notice included on or with the form used to collect personal information. At the time of collection, we also tell persons who are asked to provide personal information about the general uses that we will make of that information. People who provide personal information to DDS have a right to access the information about themselves and may request a correction of any inaccuracies in such records. Such request should be sent to the contact information below.
- Personal information will not be disclosed, made available, or otherwise used for purposes other than those specified in this policy, except with the consent of the subject of the data, or as authorized by law or regulation. The Public Records Act exists to ensure that government is transparent, and that the public has a right to have access to appropriate records and information possessed by state government. At the same time, there are exceptions in both state and federal law to the public's right to access public records. These exceptions serve various needs including maintaining the privacy of individuals. In the event of a conflict between this Policy and the Public Records Act, the Information Practices Act or other law governing the disclosure of records, the controlling law will apply.
- DDS uses information security safeguards. DDS protects the personal information collected or maintained by the Department against loss, unauthorized access, modification, illegal use or disclosure. DDS uses encryption software to protect the security of individuals' personal information during transmission of such information through DDS' websites. Such personal information is stored by DDS in secure locations. DDS' staff is trained on procedures for the management of personal information, including limitations on the release of information. Access to personal information is limited to those members of the Department's staff whose work requires such access. Confidential information is destroyed according to DDS' records retention schedule. DDS conducts periodic reviews to ensure that proper information management policies and procedures are understood and followed.

- Government Code section 11015.5 prohibits all state agencies from distributing or selling any electronically collected personal information about users to any third party without the permission of the user.
- “Electronically collected personal information” means any information that is maintained by DDS that identifies or describes an individual user, including, but not limited to, the user’s name, social security number, physical description, home address, home telephone number, education, financial matters, medical or employment history, password, electronic mail address, and information that reveals any network location or identity. However, “electronically collected personal information” does not include any information manually submitted to DDS by a user, whether electronically or in written form, and information on or relating to individuals who are users serving in a business capacity, including, but not limited to, business owners, officers, or principals of that business.
- DDS will not distribute or sell any electronically collected personal information about users to any third party without the user's written consent. “Electronically collected personal information” collected by DDS is exempt from requests made under the Public Records Act.
- You have the right to have any electronically collected personal information collected via DDS’ website through use of browser cookies, hardware or other method, deleted by DDS, without reuse or distribution. Questions regarding this should be submitted to the contact below.
- DDS encourages all individuals to use appropriate safeguards to secure their computers and the information on those computers. For more on online privacy and security, please see the California Office of the Attorney General’s Online Privacy page: [Privacy and Data Security | State of California - Department of Justice - Office of the Attorney General](#).
- This Privacy Policy reflects DDS’ current business practices and may be updated as our services evolve to better serve you. We advise that you visit this website again to view the most up to date Privacy Policy any time you provide DDS with your personal information.
- If you have questions, comments or would like additional information regarding DDS’ privacy policy, or would like to access, contest the accuracy of, or delete personal information collected by DDS on its website, you may contact:

Department of Developmental Services  
 Privacy Officer  
 1215 O Street  
 Sacramento, CA 95814  
 Phone: (916) 654-3405  
 Email: [PrivacyOfficer@DDS.ca.gov](mailto:PrivacyOfficer@DDS.ca.gov)

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