



# Privacy Notice & User Agreement

## Introduction

Many State agencies provide information and services by the Internet. Much of the information and many of the services do not include personal or confidential information and are available to anyone accessing the State's Portal or agency's websites. When access to information or services is restricted to protect your privacy or the privacy of others, you will be asked to provide a username and password. Your username and password verifies your identity so that we can give you access to your information and services, while restricting access by unauthorized individuals.

If you choose to accept the conditions of this user acceptance agreement, you will be asked to give the basic information that is required to issue a username and password. The information you give will be stored in your user profile and will be managed according to the State's policy, as described below.

To create your account, you will be asked for your name, e-mail address, your desired username and password. Secret questions and answers will also be required for account recovery purposes. Some State Internet services may require more information. For example, some applications may require a postal address and others may require more forms of identification. If the necessary information is not already stored, you will be able to add that information to your user profile. If you have given the information before, you will not have to re-enter it. You will always have the choice to opt out and not give the requested information. However, if you do opt out, you may not be able to complete your transaction over the Internet. You will be able to review, delete, or update the information stored in your user profile.

## Protecting your account

Your username and password are how you can do secure business with the State of Arkansas over the Internet. They should be considered as important as your signature. Do not share your username or password with anyone. You are the only person who will know your password. It will be secured and unavailable to anyone, including State security officers and administrators. It is your obligation to protect it by keeping it confidential and known only to you.

You are accessing a State of Arkansas information system. Access to this information system is provided for State of Arkansas authorized use only. Information systems, and the data that is stored and managed by the State of Arkansas, are governed by State and Federal laws, rules and regulations. Unauthorized or improper use of this system may be subject to prosecution, fines or other sanctions. Use of this system may be monitored for unauthorized or improper use.

## Customer Information collected and how it is used

The customer information that is collected for user access to State Web applications is limited to what is required to provide secure delivery of those applications. The information collected is done so pursuant to the [Privacy Act of 1974, 5 U.S.C. § 552a](#) and the [E-Government Act of 2002, 44 U.S.C. § 3501](#); the [Health Insurance Portability and Accountability Act of 1996, 45 C.F.R. Part 160](#) and [Part 164](#); the [Health Information Technology for Economic and Clinical Health Act, Pub. L. 111-5](#); the [Affordable Care Act, 45 CFR 155.260](#); and other applicable laws.



# Privacy Notice & User Agreement

Information about users of State Web applications may include the following:

- 1. Identifying information, such as name, date of birth, and identification numbers, that is used to verify a person's identity when they request a username to access State Web applications.**
- 2. Contact information, such as telephone number, postal address, and e-mail address, that is used to notify the person on issuance of their username and password, and to contact the person regarding their account.**
- 3. Account information, such as username, password, and related attributes, that is used to manage the account and maintain security.**
- 4. Program area generated identification numbers that are used to link the user and a specific application. This information will not be collected or stored unless it is required for access to specific applications.**
- 5. Protected Health Information, such as your past, present or future physical or mental health or condition, your past, present, or future provisions for health care, or your past, present, or future payments for the provision of health care. For further information on your rights regarding Protected Health Information please see <https://www.healthy.arkansas.gov/hipaa> .**
- 6. Information about your income and other information as permitted or required under applicable law.**

To protect your privacy, you will need to complete Identity Verification successfully, before requesting higher account privileges. You are providing consent to the external identity verification provider to access your personal information to conduct ID Verification on behalf of the Arkansas Department of Human Services (DHS). Below are a few items to keep in mind.

Ensure that you have entered your legal name, current home address, primary phone number, date of birth, and email address correctly. We will only collect personal information to verify your identity with the external identity verification provider.

Identity Verification involves the external identity verification provider using information from your consumer report profile to help confirm your identity. As a result, you may see an entry called a "soft inquiry" on your consumer report. Soft inquiries are only visible to you, will never be presented to third parties, and do not affect your credit score. The soft inquiry will be identified as such and should be removed from your consumer report after 25 months.

You may need to have access to your personal and consumer report information, as the external identity verification provider application will pose questions to you, based on data in their files.

If you choose to continue now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select 'Next'.

The state may share your personal information between state agencies to verify the accuracy of your information and to verify your eligibility for services. Additionally, the state may share your information with the Federal government for the purposes of verifying your eligibility.

The state will keep your information in state systems for up to 10 years after you stop receiving services. At the end of the 10-year retention period (or another period specified by the State or Federal governments) your information will be removed from the system. Any computer media removed from service will be securely erased per NIST SP 800-88. These are Federal requirements.

Your information will be updated with information received from you, other state agencies, and the Federal government.



# Privacy Notice & User Agreement

## Personal Information and Choice

Personal information is information about an individual that is readily identifiable to that specific individual. Personal information includes identifiers such as an individual's name, address, and telephone number. A domain name or Internet Protocol (IP) address is not considered personal information. We do not collect any personal information about you, unless you voluntarily participate in an activity that asks for the information.

A user profile will not be created for you unless you request a username and password. People who have requested a username and password may ask to have their profile removed from the system. People who do not request a username and password, or request to have their profile removed, will not be denied services but may not be able to access those services by the Internet.

## Public Disclosure

Much of the information that is collected by the State of Arkansas is confidential and is managed accordingly. The State has taken appropriate steps to protect the integrity of this information and to prevent access by unauthorized persons.

The Arkansas Freedom of Information Act (Act 93) exists to ensure that government is open and that the public has access to appropriate records and information that are in the possession of the State government. At the same time, there are exceptions to this law that serve various needs, including the privacy of individuals. Certain information that the State manages is confidential. This includes identity and security data that is used to control access to information, and to protect the privacy of people and organizations that receive services from, or are regulated by, the State. The State will make every effort to secure this information and to protect the privacy of individuals who have personally identifiable information stored in their user profile.

The State may aggregate user profile information and usage to determine trends and to facilitate sound decisions regarding system design and future application deployments. However, the State will not sell the information managed in your user profile, in either a specific or a generalized format.

## Access and Correction of Personal Information

Individuals will be allowed to view personal information relating to their user profile and to update the contact information in their user profile (address, telephone, or e-mail address) once logged onto the system. Passwords will be secured and will be stored in an encrypted format.

## Use of Cookies

A cookie is a small amount of data, which may include an anonymous unique identifier, that is sent to your browser from a Web site's computers and may either be used during your session (session cookie) or may be stored on your computer's hard drive (persistent cookie). Cookies may contain data about a user's movements during their visit to the Web site. If your browser software is set to allow cookies, a Web site can send its own cookie to you. A Web site that has sent a cookie can only access those cookies it has sent to you, it cannot access cookies sent to you by other sites. When you request a username and password, and when you use your username to access State services over the Internet, a session cookie will be sent to your browser and stored in your computer's memory. The cookie will be used to maintain session information, so that you do not have to re-enter your username and password when you navigate different pages and/or services. Your privacy is best protected if you close your browser after you are finished using applications that use session cookies.