



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4460	Date Issued: June 1, 1996
Section: 4400 – Telephone Procedures	Date Revised: November 13, 2017
SUBJECT: CONFIDENTIAL/SENSITIVE INFORMATION	
APPROVED:	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED:	_____
	Dennis Kidd, General Manager

1.0 Policy

This policy is intended to provide for the safeguarding and integrity of confidential and/or sensitive information including, but not limited to criminal history and records information, investigative case information, DMV information, or any other sensitive, privileged, or otherwise confidential information.

2.0 Procedure

- 2.1 All SCR9-1-1 employees will safeguard the confidentiality of information they become cognizant of during their employment. Employees will not impart such information to anyone not authorized. Nor will employees access such information unless directed to by user agencies. This includes details concerning crimes that could adversely effect investigations and court cases if information should be "leaked" to persons who have no need or right to know.
- 2.2 If there is any question about whether information is sensitive or privileged, employees will treat the information as sensitive or privileged.
- 2.3 Under no circumstances will employees discuss with anyone any sensitive or privileged information which comes to their attention while performing their

duties. However, employees will answer questions directed to them by the following:

- Coworkers and Supervisors in the Communications Center organization.
- Patrol Supervisors.
- Officers assigned to the incident.
- Investigators assigned to the case.

2.4 Employees are advised specifically not to discuss privileged or sensitive information with friends and family members.

2.5 Under no circumstances will employees use official information, of any kind, for personal purposes.

2.6 In the spirit of assisting an officer on an active incident, employees are authorized to access and receive a variety of automated information sources including, but not limited to, criminal records, DMV files, local law enforcement records systems, and jail bookings. Employees will not divulge the contents of any criminal record, police report, or information obtained through CLETS, , any and all records management systems, or any other information source to unauthorized persons or use it for personal benefits. Misuse of such information adversely affects the civil rights of the individuals concerned and violates Penal Code Sections 11105, 11140-44, and 13300-05, Government Code Sections 6200, 6201 and 19251, and Vehicle Code Section 1808.45.

2.6.1 Penal Code Sections 11142 and 13303 state, in part:

Any person authorized by law to receive a record or information obtained from a record who knowingly furnishes the record or information is guilty of a misdemeanor.

2.6.2 Vehicle Code Section 1808.45 states:

The willful, unauthorized disclosure of information from any department record to any person, or the use of any false representation to obtain information from a department record or any use of information obtained from any department record for a purpose other than the one stated in the request or the sale or other distribution of the information to a person or organization for purposes not disclosed in the request is a misdemeanor.