



**PA ON-LINE REGISTRATON PROGRAM  
PENNDOT INQUIRY INFORMATION  
CONFIDENTIALITY POLICY  
(Part One)**

The Pennsylvania Department of Transportation collects confidential and personal information from the public to administer the various PA On-Line Registration Programs (PA OLRP) for which it has responsibility. As a participating company of the PA OLRP, selected employees within your staff will process transactions on PennDOT's Business Partner's electronic vehicle registration system. At some point during a transaction, there may become a reason to access PennDOT's customer records by doing a vehicle inquiry. PennDOT, however, is committed to protecting this information from unauthorized access, use or disclosure.

The following guide lines have been set forth to address all employees of Participating Companies the responsibilities for handling and protecting information obtained from PennDOT's motor vehicle inquiries.

- You must have a "PA OLRP Authorization for Inquiry of Motor Vehicle Record" form signed by the customer to access his/her record.
- You may access information only when necessary to accomplish the responsibilities of your employment related to a legitimate business purpose. You may help your co-workers directly only if the transaction is part of your assigned job responsibilities related to a legitimate business purpose.
- You may not access or use information from PennDOT for personal reasons or to assist your family, friends or yourself.
- You may not access and or provide record information to a co-worker so that co-workers can assist his/her family or friends.
- You may neither access nor process work on any records in your name for any reason including training.
- You may not use information obtained for the purpose of solicitation, endorsement or the compilation of mailing lists.
- You may not access information about another person, including locating their place of residence, for any reason such as sending birthday cards, just being curious or any other reason that is not related to your job responsibilities and related to a legitimate business purpose. You may not tell someone the address of another person when it is not an authorized disclosure or part of your job responsibilities or related to a legitimate business purpose.
- You may disclose PennDOT information only to individuals who have been authorized to receive it.
- You must keep your password confidential by taking reasonable precautions to maintain the secrecy of your password. You are responsible to report any suspicious circumstances or unauthorized individuals you observe in the work area to your superior.

The Department of Transportation takes the responsibility of keeping our customer information confidential very seriously. Our expectations remain high that all of our Business Partners, Participating Companies and their employees will only access customer's record for official approved business. If, however, abuse is discovered, the abuser will be subject to a legal investigation and charges will be filed. Please be sure you have a thorough understanding of these guidelines. Any questions can be directed to the Department through your PA OLRP Business Partner.



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**"I understand the following guidelines are my responsibility to assist in the commitment in keeping PennDOT's customer's records confidential".**

- I must have a "PA OLRP Authorization for Inquiry of Motor Vehicle Record" form signed by the customer to access his/her record.
- I may access information only when necessary to accomplish the responsibilities of my employment related to a legitimate business purpose. I may help my co-workers directly only if the transaction is part of my assigned job responsibilities related to a legitimate business purpose.
- I may not access or use information from PennDOT for personal reasons or to assist my family, friends or myself.
- I may not access and or provide record information to a co-worker so that co-workers can assist his/her family or friends.
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- I may disclose PennDOT information only to individuals who have been authorized to receive it.
- I must keep my password confidential by taking reasonable precautions to maintain the secrecy of your password. I am responsible to report any suspicious circumstances or unauthorized individuals I observe in the work area to my superior.

**I have read and understand the PA OLRP Inquiry Information Confidentiality policy stated above and agree to abide by the requirements set forth therein. I understand that criminal charges may be taken if I fail to abide by any of the requirements of this policy.**

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**Employee Signature**

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**Date**

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**Business Name**