

207 Release of Employee Information

Effective Date: 09/01/2012

Last Reviewed: June 2022

Purpose: To protect the privacy of current and former employees, safeguard confidential employee information, and provide guidelines for the appropriate release of employee information.

Pine Haven Christian Communities takes the privacy of employee information seriously and respects the privacy of both current and former employees. Pine Haven maintains strict confidentiality of employee records. However, operating requirements of the company do necessitate disclosure of employee information at times. The purpose of this policy is to outline circumstances in which employee information will be disclosed within Pine Haven and to external organizations.

Release of partial employee birth dates (i.e., day and month) is not considered confidential and will be shared with department heads who elect to recognize employees on such dates.

Internal Release of Information

In order to provide Supervisors/Managers with information needed to perform their job responsibilities or to foster relationships with their staffs, the Human Resources department may share employee information with them. Employees with responsibility for certain functions within the organization, such as payroll, compensation planning, or staff education may also need access to employee information. Individuals with access to this information are required to protect and maintain its confidentiality. Examples of this information may include:

- Personal telephone numbers or e-mail addresses may be distributed in order to facilitate company work schedules or business operations.
- Release of partial employee birth dates (i.e., day and month) is not considered confidential.
- Employee identifier information may be used in salary or budget planning, review processes, and for timekeeping purposes.
- Employee's company anniversary or service recognition information.
- Employee and dependent information may be distributed in accordance with open enrollment processes for periodic benefit plan changes or periodic benefits statement updates. This may include sharing information with benefit providers.

Garnishments/Levies/Support Orders

Upon receipt of a properly-authorized request to release information or initiate deductions from employee pay, Pine Haven will release salary/wage information and begin deductions from pay.

Lenders/Credit Organizations

Upon receipt of an authorized request that includes the employee's signature, the company will release information. The company will not respond to any telephone requests for information.

Employment Verifications

Prospective employers, financial institutions, government agencies, and residential property managers routinely contact employers requesting information on a former or current employee's employment status, job title, and salary. In certain circumstances, such as Unemployment Compensation claims, information may be released by phone or in writing, without written authorization. In this case, the individual has given authorization by filing a claim. Further information may be released by phone after written authorization has been received (as in re-verification of employment prior to the closing of a mortgage). A signed authorization is not required for government agency requests initiated by the current or former employee, such as Unemployment Insurance claims.

Requests for information must be submitted in writing and include a signed authorization from the current or former employee, agreeing to the release of information. Employment verifications shall be referred to and completed by the Human Resources department. The written form will be returned directly to the requesting party. Information will not be released via telephone inquiries.

If an employee becomes aware of a material breach in maintaining the confidentiality of his or her personal information, the employee should report the incident to a Human Resources representative. The Human Resources department has the responsibility to investigate the incident and take corrective action. Please be aware that a standard of reasonableness will apply in these circumstances. Employees with questions about this policy should contact the Human Resources department.