Elite Live Scan Fingerprinting Services LLC

Information Security & Client Privacy Policy

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1. Purpose

Elite Live Scan Fingerprinting Services LLC is committed to protecting the confidentiality, integrity, and security of all client information collected during Live Scan fingerprinting services. This policy establishes the safeguards used to protect customer information, company records, and electronic data.

2. Scope

This policy applies to the owner, future employees, contractors, and anyone authorized to access company equipment, records, or client information.

3. Confidential Information

Confidential information includes Live Scan Request Forms, government-issued identification, applicant information, ATI numbers, fingerprint transaction information, appointment records, billing records, and other information received while providing Live Scan services.

4. Client Privacy

The company collects only the information necessary to complete authorized fingerprint transactions. Client information is never sold or shared except as required to complete the requested service or by law.

5. Physical Security

Company equipment remains under direct supervision during appointments. Paper documents are transported securely and stored in locked containers when not in use. Client information is never left unattended in public areas or vehicles.

6. Electronic Security

Business computers and mobile devices are password protected, updated regularly, protected by antivirus software, and used only on secure networks whenever possible. Devices are locked when unattended.

7. Payment Security

Payments are processed using secure payment methods. Credit card security codes are not stored. Receipts are provided when requested, and payment information is protected.

8. Mobile Appointment Security

As a mobile Live Scan provider, appointments may occur at churches, schools, businesses, residences, and community organizations. Equipment is transported securely, and reasonable steps are taken to provide client privacy during fingerprinting.

9. Employee Confidentiality

Anyone working for the company must protect confidential information, avoid unauthorized disclosure, and report suspected security incidents immediately.

10. Document Retention & Disposal

Business records are retained only as long as required by law or legitimate business purposes. Paper records are cross-cut shredded before disposal. Electronic records are securely deleted when no longer needed.

11. Incident Response

If confidential information is suspected to be lost, stolen, or accessed without authorization, the company will secure affected systems, investigate the incident, document findings, notify affected parties when legally required, and implement corrective actions.

12. Acceptable Use

Company devices and business systems are intended primarily for business purposes. Unauthorized software, password sharing, or misuse of client information is prohibited.

13. Annual Review

This policy will be reviewed annually and updated as business operations, laws, or technology change.