

# Information Practices Act

---

## Introduction

The [Information Practices Act of 1977 \(see Civil Code Section 1798 et seq.\)](#) is a California law that protects your personal information on how it's collected, stored, and used by state government agencies. Personal information, as defined in the Information Practices Act, is information that identifies or describes an individual. Some examples are name, Social Security Number, date of birth, address, email address, phone number, education, financial information, medical, and/or employment history.

The Department of Human Resources (CalHR) only collect the minimum personal information necessary to complete the official state business stated on the form, such as financial details for direct deposit of your paycheck, or obtain your name, address, and Social Security Number to identify you and enroll you in health, dental, and vision benefits. CalHR requires personal information to conduct our official responsibilities in human resources including but not limited to examinations, certification, payroll, benefits, and statewide recruitment and training. Failure to supply the information results in CalHR's inability to perform its business function.

**Please read the [Information Practices Act](#) in full to understand your exact rights and how this law protects your personal information.** Below is a summary of your key rights under this law.

- **Right to Know** – You have the right to know why the state agency is collecting your personal information. The CalHR form includes the legal authority and reason why we need to collect specific personal information, ensuring it is only used for official state business.
- **Right to Access** – You can request to see your records CalHR maintains in our systems.
- **Right to Privacy** – CalHR will not disclose, make available, or otherwise use your personal information for purposes other than those specified, except with your consent or as authorized by law or regulation.
- **Right to Be Notified** – If your personal information has been improperly shared, CalHR will inform you.
- **Right to Protection** – CalHR collect and maintain our electronic and paper files in a manner that protects against loss or unauthorized access, use, modification, or disclosure. CalHR uses security technologies to protect all forms of your information on our website from unauthorized viewing or corruption, by either internal or external sources. Moreover, CalHR educates our employees on the importance of protecting your privacy and personal information, and by limiting access to only those employees who have a business need to use your information.

# How to Request Your Records

To request access to your records, report any inaccuracies, provide comments, or file complaints related to your privacy rights, please contact CalHR's Privacy Officer via:

**Mail:** Department of Human Resources (or CalHR)  
Information Security Office-Privacy Officer  
1515 S St. Suite 500N  
Sacramento, CA 95811

**Phone:** (916) 909-2807 (for questions only)

**Email:** [Privacy.Officer@CalHR.ca.gov](mailto:Privacy.Officer@CalHR.ca.gov)

Prior to releasing your personal information, you will be required to show two valid forms of photo identification (e.g., driver's license, passport, etc.) during a video call to verify your identity. To protect your identity, please do not send your photo identification in advance. Alternatively, if you would like access to a system maintained by CalHR, you can use the "forgot your username/password" option on the login page.

***Note: CalHR is not a one-stop shop resource for accessing your personally identifiable human resources documents. Each state department manages their state employees' documents and documents pertaining to the program they administer (e.g., to CalFresh or the CalWORKs program, you will need to contact the Department of Social Services, etc.).***

## State Employee's Official Personnel File (OPF)

For CalHR/SPB employees, please contact Human Resources.

If you are a state employee (not a CalHR/SPB employee) and require access to your OPF, please contact your Department's Human Resources unit.

## What to Expect

Per the Information Practices Act, CalHR has 30 days to complete your request, but we will do our best to provide you with the records we maintain in our system as quickly as possible. If we are unable to provide you with your records, we will provide a valid reason why we are unable to do so.

Effective Date: 2/21/2025

Last Updated: 2/21/2025

## Print Version

- [Information Practices Act](#)

## Other Information

- [Privacy Policy](#)
- [Privacy Notice on Collection](#)
- For more general information about online privacy and security, please go to the [Department of Justice's Online Privacy webpage](#)