



Information Services Division STANDARD OPERATING PROCEDURES (SOP)

6.9 SECURITY: USER RESPONSIBILITIES

6.9.4 Confidentiality Agreement

- A. **PURPOSE:** The City of Bothell has developed the below strategy to ensure staff required to sign a confidentiality agreement governed by Security Administrative Order 2.4.1 are specifically identified.
- B. **REFERENCES:** Information Security Administrative Order 2.4.1.
- C. **DEPARTMENTS SUBJECT TO CONFIDENTIALITY AGREEMENT:**
- 1) All staff who have potential access to credit card receipts, deposits, or otherwise sensitive data are required to complete a confidentiality agreement. All staff processing credit card transactions or otherwise using any workstation running a payment processing transaction are required to sign a confidentiality agreement. All additional staff who may have access to applications containing sensitive data or physical access to any location where credit card data may be stored are required to complete the confidentiality agreement. All Information Technology staff are required to complete a confidentiality agreement.
- D. **ROLE OF INFORMATION SERVICES:**
- 1) Information Services staff, managing any applications, systems or other technologies providing access to credit card information, are required to ensure a confidentiality agreement has been completed before creating a login account or granting access.
- E. **CONFIDENTIALITY AGREEMENT STORAGE:**
- 1) An electronic copy of confidentiality agreement is maintained by the Information Services Division. Hard copy is then routed to Human Resources for record storage.