

Policy: Customer Requests for Data Release, Return, or Transfer

Purpose: This policy outlines the process for LGCA to receive and respond to customer requests for the release, return, or transfer of data.

Scope: This policy applies to all requests made to LGCA for data release, return, or transfer.

Policy Statement: LGCA will process customer requests for data release, return, or transfer in a timely and efficient manner. The release, return, or transfer of data shall occur no later than ten business days following the district's request, unless otherwise specified and agreed upon by both the district and LGCA.

Procedures:

1. Customer Request: A customer may request the release, return, or transfer of data by submitting a written request to LGCA. The request should include the following information:
 - a. The type of data being requested
 - b. The reason for the request
 - c. The date by which the data is needed
 - d. Any other relevant information that may assist LGCA in processing the request.
2. Acknowledgment of Request: LGCA will acknowledge receipt of the customer's request within two business days of receiving it.
3. Processing of Request: LGCA will process the customer's request for data release, return, or transfer as promptly as possible. LGCA will provide a response to the customer's request within ten business days of receiving it.
4. Approval of Request: LGCA may approve or deny a customer's request for data release, return, or transfer. LGCA may also require additional information from the customer before processing the request.
5. Release, Return, or Transfer of Data: Once the request is approved, LGCA will release, return, or transfer the requested data within ten business days, unless otherwise specified and agreed upon by both the district and LGCA.
6. Confidentiality: LGCA will ensure that all customer data is kept confidential and is not disclosed to unauthorized parties.
7. Dispute Resolution: If a customer disagrees with LGCA's decision to deny a request for data release, return, or transfer, the customer may request a review of the decision. The review will be conducted by a designated LGCA representative who was not involved in the initial decision.
8. Review Decision: The designated LGCA representative will make a final decision regarding the request for data release, return, or transfer. The decision will be communicated to the customer within ten business days of the review.

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9. Record Keeping: LGCA will maintain records of all customer requests for data release, return, or transfer, including the reason for the request, the date of the request, and the outcome of the request.
10. District Authorization: Before releasing, returning, or transferring any data, LGCA must receive written authorization from the district representative responsible for the data. The district representative must review the request to ensure that it is legitimate and complies with all relevant laws and regulations before providing authorization. LGCA will not release, return, or transfer any data until written authorization is received.
11. Review and Update: LGCA will periodically review and update this policy.