

# DMV Privacy Policy

Thank you for visiting [dmv.nv.gov](http://dmv.nv.gov) and reviewing our Privacy Policy. The Nevada Department of Motor Vehicles (DMV) is committed to promoting and protecting the privacy rights of individuals as enumerated in Nevada state and federal laws. The DMV created this Privacy Policy in alignment with State Privacy Policy requirements found at [State of Nevada \(nv.gov\)](http://State of Nevada (nv.gov)) to demonstrate our commitment to respecting the privacy of our customers and providing an appropriate level of protection and management of their personal information, and to ensure alignment with Federal law, Nevada statute and Nevada State Security Policy. The DMV Privacy Policy is intended to provide effective notice to the public and to individuals regarding DMV activities that impact our customers data privacy, including its collection, use, sharing, safeguarding, maintenance, and disposal of PII that we collect.

Pursuant to 5 U.S.C. §552a(e)(3), agencies are required to provide what is commonly referred to as a "Privacy Act Statement" to all persons asked to provide personal information about themselves, which will go into a system of records (i.e., the information will be stored and retrieved using the individual's name or other personal identifier such as a Social Security number). The phrases "personal information" and "personally identifiable information" (PII) are derived from definitions found in *NRS: CHAPTER 603A - SECURITY AND PRIVACY OF PERSONAL INFORMATION* and Driver's Privacy Protection Act, *18 U.S.C. §§2721-2725*.

This policy describes how the DMV applies these principles to the handling of personal information you provide to us via [dmv.nv.gov](http://dmv.nv.gov) web pages and forms. DMV applies leading privacy practices and adheres to data stewardship principles in managing our web user data. The data stewardship principles guiding our efforts include the following goals:

- Protecting web user privacy,
- Maintaining the confidentiality of web user data, and
- Ensuring appropriate levels of security for web user data

[dmv.nv.gov](http://dmv.nv.gov) is a Department of Motor Vehicles computer system. This computer system, including all related equipment, networks, and network devices are provided only for authorized uses. DMV computer systems may be monitored for all lawful purposes, including ensuring that their use is authorized, managing the system, protecting against unauthorized access, and verifying security procedures, survivability, and operational security. During monitoring, information may be examined, recorded, copied, and used for authorized purposes.

## Authorities

It is the policy of DMV to limit the collection of personal information and to safeguard the privacy of personal information collected or maintained by DMV. The DMV collects only the information necessary to support business practices such as State ID and vehicle registrations within the State of Nevada. The DMV documents and implements a privacy risk management process and PIA that assesses privacy risk to the data it collects in the agencies Governance and Privacy Program. DMV's information management practices are governed by the requirements of the:

- Privacy Act of 1974 42 U.S.C. § 405(c)(2)(C)(i) (2018)
- US Title 18 Ch. 123 §2721
- Social Security Act (Act) (42 U.S.C. § 405(c)(2)(C)(i))
- REAL ID Act of 2005 public law 109-13
- Driver's Privacy Protection Act, 18 U.S.C. §§2721-2725
- Nevada NRS 481
- Nevada NRS 482
- Nevada NRS 483
- Nevada NRS 485
- Nevada NRS 239
- Nevada Administrative Code 481.500-481.600
- Nevada NRS 603A

## Information You Provide to Us

### **Traffic Data**

When you visit Nevada DMV Online services, we may collect specific types of anonymous information, such as the Internet domain address, Internet Protocol (IP) address, the type of browser and operating system you used, date and time you visited the site, web pages you visited. That type of information (often referred to as "traffic data") will remain anonymous and is not considered personal information unless you voluntarily tell us personally identifiable information and it is combined with the traffic data.

Traffic data helps us analyze how the Site is used, device information, and geographic information, and helps us improve your experience on the Site. DMV does not collect home, business or e-mail addresses, or account information from persons who simply browse our Internet website, nor do we share traffic data with advertisers, retailers, or

other unaffiliated third-party service providers. No personally identifiable information is collected. This information is not reported nor used in any manner that would reveal personally identifiable information. Furthermore, any information collected will not be released to any outside (third) parties unless legally required.

## **Personal Information You Provide to Us**

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Various functions of the Nevada DMV website require the submission of personal and personally identifiable information. DMV collects personal information on individuals only as allowed by law. DMV limits the collection of personal information to what is relevant and necessary to accomplish the lawful purpose of the DMV. For example, DMV needs to know someone's name, address, birthdate, and social security number, among other things, to properly identify the person before issuing a driver license or identification (DL/ID) card. When the DMV collects this information it becomes a part of your record, which we keep in our offices. Such information is handled as it would be on an in-person visit to the DMV.

## **E-Mail Communications and Web Forms**

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If you send us an electronic mail message with a question or comment that contains personally identifying information, participate in a survey, or fill out online forms, the information will only be used to analyze trends and to respond to your request. We may redirect your message to another government agency or department who is in a better position to answer your question. Choosing not to participate in an activity or service that requests personal information will in no way effect a visitor's ability to access any other features of the DMV website.

All e-mail messages collected by the DMV contain the e-mail addresses of persons who voluntarily communicated with or requested information from us. E-mail addresses are not sold, leased or shared with any governmental or commercial entities without the user's consent. When a user has given us their e-mail address for purposes of communicating with or requesting information from the DMV, that communication becomes part of the public record. If personal information is requested on the web site or volunteered by the user, state law and the federal Privacy Act of 1974 may protect it. However, this information is a public record once it is provided and may be subject to public inspection and copying if not protected by federal or state law.

## Cookies

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When you visit certain websites, they send a small piece of information called a “cookie” to your computer along with the web page. This is also true of [dmv.nv.gov](http://dmv.nv.gov).

There are two kinds of cookies.

- A Session Cookie is a line of text that is stored temporarily in your computer’s random-access memory (RAM). A Session Cookie is destroyed as soon as you close your browser.
- A Persistent Cookie is a line of text that is saved to a file on your hard drive and is called up the next time you visit that website. This lets the website remember information about your previous visits and use of the website. [Dmv.nv.gov](http://dmv.nv.gov) does not use Persistent Cookies to retain information.

We use Session Cookies in the following manner:

- Transactions and site usability: We use Session Cookies to improve how you navigate through our website and conduct transactions. Session Cookies are used to maintain your online session as you browse over several pages, or to store and enter information on a web page so that you do not have to reenter the same information, repetitively. Session Cookies may also be used to collect referral statistics when you click on a link to or from a [dmv.nv.gov](http://dmv.nv.gov) web page.

## Principles in Collecting and Managing Information

DMV only collects the personal information that is appropriate for the type of service requested such as issuance of a driver license, vehicle registration, or an occupational license. DMV strives in each instance to tell people who provide personal information to DMV the purpose for which the information is collected. DMV tells persons who are asked to provide personal information about the general uses that DMV will make of that information. DMV does this at the time of collection. DMV business divisions take reasonable steps to confirm the accuracy and relevance of collected customer PII as a matter of business process directly from the customer.

## Does The DMV Share the Information It Receives With Anyone?

The DMV will not disclose your personal information to third parties outside DMV without your consent, except to facilitate the requested transaction, to act on your behalf at your request, or as authorized by law.

DMV uses personal information only for the specified purposes of DMV operations established in statute, unless DMV gets the consent of the subject of the information, or unless authorized by law or regulation. Except as provided by applicable state and federal laws, we do not collect, use or disclose user information without the user's knowledge and approval. We do not share user information with third parties unless we have informed users about the disclosures or have prior consent.

When the DMV does collect personal information from you online, DMV strives in each instance to tell people who provide personal information to DMV the purpose for which the information is collected. DMV tells persons who are asked to provide personal information about the general uses that DMV will make of that information. The [dmv.nv.gov](http://dmv.nv.gov) web pages that collect personal information will have a hyperlink to the DMV Privacy Policy that applies to that particular web page. Providing the information is voluntary, but if it is not provided, we may not be able to process your request and provide you with electronic services.

Visitors the DMV online services should be aware that the Nevada DMV may be required to disclose personal information in response to valid legal process, such as a search warrant, subpoena, or court order. All record keepers face the possibility that disclosure of their records may be compelled in some civil, criminal, or administrative matters. Disclosures may also be necessary to protect the State's legal rights or during emergencies if physical safety is believed to be at risk. These events are unlikely, but possible.

## Can I Access and Correct My Personal Information?

Unless otherwise prohibited by state or federal law, rule or regulation, an individual may request correction of personally identifiable information. DMV provides our customers the opportunity to review information in their DMV records. For more information on how to request access to your records or data please see [Public Records Access \(nv.gov\)](#) and [Driver History Reports \(nv.gov\)](#)

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## Commitment to Privacy and Security

DMV uses information security safeguards to ensure a privacy-enhanced system is achieved. DMV takes reasonable precautions to protect the personal information on individuals collected or maintained by the DMV against loss, unauthorized access, use,

modification, or disclosure. DMV has security measures in place to protect against loss, unauthorized access, use, modification or disclosure of the information under its control. The DMV staff conduct organizational data privacy risk assessments along with system risk assessments that consider the entire life cycles of all business processes that involve collecting, using, maintaining, sharing, or disposing of PII. The DMV employs a family of security standards that include not only commonly recognized approaches for the management and utilization of data assets, but also proven and successful methods for representing and sharing data.

Information that is physically located within the DMV is protected by various security measures which may include the following:

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- On our websites, DMV uses encryption software to protect the security of individuals' personal information during transmission of such information throughout DMV's websites.
- Personal information is stored in secure locations and protected through encryption when stored "at-rest".
- DMV employs "least privilege" and "Need-to-know" to limit access to customer PII data, and limit access to those staff whose work requires it.
- Our staff is trained on procedures for the management and release of personal information, as well as annually trained through state security awareness and data sensitivity courses. All DMV staff are cleared to "Real ID" standard requirements through state background checks prior to gaining access to DMV systems.
- Customer PII information is destroyed according to Nevada State Security policy "Electronic Media Security" outlining Sanitization and disposal requirements.
- DMV maintains data documents according to State Retention policy schedules.

To promote accountability, DMVs operational security practices are maintained to a Federal Security standard, NIST 800-53 and validated through both internal and external partner audits (including PCI-DSS, CJIS, Social Security, DHS Real ID, LCB, etc.) of DMV systems and data. Federal NIST security controls are used as the foundation to assess and measure overall effectiveness (i.e., the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome) with respect to meeting the security and privacy requirements for the system and the DMV.

In those instances where we secure your personal information in transit to us over the Internet, and upon our receipt, DMV uses industry-standard encryption, including Secure Socket Layer (SSL). The connection icon area on your browser will change to "HTTPS" instead of "HTTP" when this security feature is invoked. Your browser may also display a lock symbol on the task bar at the bottom of your screen to indicate this secure transmission is in place. You should refer to the instructions for your particular Internet

browser software to determine how to examine the security certificate from our website to verify the security of the connection.

For site security purposes and to ensure that DMV web pages remain available to all users, DMV employs software programs to monitor network traffic in order to identify unauthorized attempts to upload or change information, or otherwise cause damage. Except for oversight or authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits other than those uses identified in this policy.

Unauthorized attempts or acts to access, upload, change, or delete information on this system, modify this system, deny access to this system, or accrue resources for unauthorized use on this system, are strictly prohibited and may be considered violations subject to criminal, civil, or administrative penalties.