

Privacy Notice

<p>What kind of information does DMV collect?</p>	<ul style="list-style-type: none"> • Name • Address • Date of birth • Social Security number • Driver's license/identification card number • Signature • Finger image • Medical or disability information • Photo image • Phone number • Email address • Web cookies <p>DMV will not knowingly collect a child's personal information without a parent/guardian's written permission.</p>
<p>Why do we collect your information?</p>	<ul style="list-style-type: none"> • DMV needs an applicant's personal and nonpersonal information to decide if they may obtain a driver's license, title, vehicle registration, sticker, or plate. • By West Virginia Law, the Privacy Act of 1974, and the REAL ID Act of 2005, before we issue a driver's license, we must scan and store a copy of an applicant's: <ul style="list-style-type: none"> • Proof of Social Security number • Proof of identity documents, including an original or certified birth certificate (U.S. Department of State and U.S. Military birth certificates are acceptable. Hospital birth certificates are NOT acceptable) or U.S. passport • Two proofs of West Virginia residency documents • If an issue cannot be solved when visiting DMV, we take an applicant's phone number and email address so we may contact them.
<p>How do we use the information we collect?</p>	<ul style="list-style-type: none"> • DMV checks personal information with the Social Security Administration and the Department of Homeland Security. • DMV checks driving record information with the national driver registry before approving any driver's license application. • Both the DMV and State websites use cookies. Cookies are small text files that a web server may ask your web browser to store and to send back to the web server when needed. These cookies are used to store and retrieve unique identifiers in complex, multi-page transactions, to automatically identify a particular user in order to provide customized service. • Pursuant to the Uniform Records Disclosure Act, found under WV Code §17A-2A-1et seq., DMV may be required to share your information with other government organizations, others required by law, or that DMV has hired. These groups include: <ul style="list-style-type: none"> <li style="width: 33%;">• Homeland Security <li style="width: 33%;">• Social Security Administration <li style="width: 33%;">• Internal Revenue Service <li style="width: 33%;">• Law Enforcement Agencies <li style="width: 33%;">• Child Support Services <li style="width: 33%;">• Marquis ID Systems <p>(Marquis ID Systems is the company that DMV has hired to provide the software for processing licenses and ID cards)</p> • DMV may be required to give personal and/or nonpersonal information to authorities or court officers if we receive a valid legal request, subpoena, or court order.
<p>How do we Protect the information we collect?</p>	<ul style="list-style-type: none"> • Documents that contain both personal and nonpersonal information are scanned and stored in a secure, encrypted, and firewall protected computer server. Scanned documents are not sold to any companies or corporations. • The West Virginia Office of Technology uses an encrypted security program to protect your personal information. • Any cookies from the DMV or State websites are stored on your web browser temporarily and are destroyed at the end of a transaction or browser session. The personal information you give in a transaction is never stored in a cookie, but may be stored on the State's secure web server. When cookies are used to identify a particular user in order to provide a customized service, the cookie containing the unique identifier will be permanently stored on your web browser. The cookie does not contain or store sensitive or personal information; It only stores a unique user identifier or generic preference values. The web site does not use cookies to identify who you are, to track the number of your visits to the web site, or to track your visits to other web sites.
<p>What are your rights as an individual when it comes to your records?</p>	<ul style="list-style-type: none"> • You have the right to review your records and correct any wrong or outdated information. <ul style="list-style-type: none"> • To review driving records, visit www.dmv.wv.gov/forms and select the form Request for Driving Record (DMV-101-PS1). When you submit this form you will be required to provide a legible copy of your driver's license or U.S. Government issued ID card and pay the fees as outlined on the request in order to obtain your records. To make any corrections to the your driver's license you must complete an Application for a Driver's License or Photo ID Card (DMV-DS-23P) and provide the proper proof documents to validate the correction. • To review vehicle information, visit www.dmv.wv.gov/forms and select the form Request for Vehicle Information (DMV-100-TR). When you submit this form you will be required to provide a legible copy of your driver's license or U.S. Government issued ID card and pay the fees as outlined on the request in order to obtain your information. To make changes to your vehicle information you must complete an Application for Certificate of Title for a Motor Vehicle (DMV-1-TR) and provide the proper proof documents to validate the correction. • To make any other changes to your vehicle information or driving record, you must write a request to: Vehicle Services or Driver Services, WV DMV, Charleston, WV 25317

For more information about our privacy requirements and practices, please call 1-800-642-9066 and your call will be directed to the DMV's Privacy Officer for response or call the Privacy Officer directly at 304-926-0708.