

HANCOCK ENERGY SOFTWARE (HES) RULES OF BEHAVIOR

As a condition of receiving access to Hancock Energy Software (HES), you agree to be responsible for the confidentiality of the information and accountable for all activity relating to the information while in your use. In addition, you agree to:

- a) Use the Hancock Energy Software (HES) information only in the performance of official Low Income Home Energy Assistance Program (LIHEAP) business.
- b) Protect copies of sensitive data and destroy system-related records in accordance with the Agency's established requirements to prevent reconstruction of contents.
- c) Log off or lock the system when leaving the system/workstation area.
- d) Refrain from leaving written passwords in the workstation area.
- e) Avoid posting printouts of sensitive output data on bulletin boards.
- f) Control input documents by returning them to files or forwarding them to the appropriate contact person in your office.
- g) Avoid violation of the Privacy Act (willfully or otherwise), which requires confidentiality of personal data contained in government and contractor data files.
- h) Protect all electronic /optical media and hardcopy documentation containing sensitive information and properly dispose of it by shredding hardcopy documentation.
- i) Report incidents or suspected incidents which involve breach of the HES system or information to the Agency's LIHEAP Agency Administrator or contact Louisiana Housing Corporation (LHC) at 225-754-1441 or E4@lhc.la.gov.

Additionally, users and administrators further agree that client information and the use of the HES system will:

- a) Only be accessed and reviewed within hardcopy files and only within the offices of the agency or Grantee.
- b) Not be duplicated or re-disclosed to any individual not authorized by the Agency or the client.
- c) Be used only for the purpose of the audit.

I understand that unauthorized disclosure of client information can result in termination of rights to the system and any additional disciplinary action deemed appropriate.

Certification: I agree to comply with these Rules of Behavior as a condition of being authorized to review and use the Hancock Energy Software (HES) system, inspect, and use these data only within the scope of my official duties.

Please check the appropriate box below regarding type of access

Agency User

LIHEAP Agency Admin

Name
(Signature)

Name
(Print)

Date

** This form must be kept on file for all HES Agency Administrators and Users and made available for review by LHC during on-site monitoring.