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## Policy & Procedures for the Restricted

### Department of Public Safety Computerized Criminal History Checks (DPS CCH)

**Policy Statement:** Pursuant to Texas Government Code 411.097 the facility is granted the authority to history records within the DPS Secure Site (<https://securesite.dps.texas.gov>) for the search of applicants for the purpose of pre-employment and continued employment.

**Policy and Procedure:** When hiring personnel the agency will use criminal history record information obtained through the Texas Department of Public Safety (DPS) (<https://securesite.dps.texas.gov>)

In accordance with DPS CCH process:

- The staff authorized to obtain Criminal History Record Information (CHRI) will use the guidelines in the CHRI Training Reference Manual for the Steps in performing the search and download of the CHRI. (see resource links below)
- The facility will designate who may access CHRI and who will have keys to locks on file cabinets and doors where CHRI is kept.
- FACT (Clearinghouse) access will be determined based on need to
- The facility/agency/organization shall maintain only ACTIVE subscriptions.
  - When no longer permissible to retain or the individual of a subscription is no longer associated with the business, the record shall be unsubscribed to within 72
- The facility will verify at least annually that the contact information and level of access for DPS database users are up to date and cur
- The facility will ensure the physical security of CHRI regardless of media, hardware or software through access control measures such as locked files or cabinets, locked rooms, password protection, encryption, and/or limiting access to specified employees only. CHRI information will be maintained in a non-public (private area) without general entrance permitted to visitors, patients, business associates, and employees without proper authorization.
- Visitors to the area will be escorted by an authorized employee if they are to enter the area where the CHRI is stored.
- Access will be denied to visitors, business associates, and employees that are not escorted or authorized.
- Visual display devices such as computer monitors should be placed in and positioned to prevent viewing by unauthorized persons
- Electronic systems will be password protected, encrypted, and/or protected from unauthorized use with firewalls, virus or spyware protection or other similar software. The system will initiate a system lock for inactivity.
- CHRI will not be transmitted via any unsecure or unencrypted electronic messaging tools. CHRI will not be stored on any unsecured electronic device, or unsecured cloud storage
- If CHRI is printed, users will only print record on a secure, no networked printer, or on a printer with a secure password protected print feature.
- When retention of criminal history record information is no longer necessary or is not permitted by law, the criminal history record information shall be disposed of properly. A secure manner of disposal must be use

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destroy thoroughly all elements of the records and preclude unauthorized viewing, access or use. Disposal procedures should include a method sufficient to preclude recognition or reconstruction of information. (i.e. shredding, incineration)

If the confidentiality of CHRI is violated, the facility should follow its Employee Disciplinary/Corrective Action Policy and report the violation to DPS via the [Incident Reporting Form](#). (Launchpad Documents)  
Failure to comply with TX DPS Process, Policy & Procedure can result in disciplinary action, leading up to termination.

- All security breaches, incidents, and issues with the DPS secured site should be reported to:
  - Complete and submit Facility/Agency Incident Report Form and send to:
    - Crime Records Division MCS 0232  
Attention: Tina Saenz, Manager  
Access and Dissemination Bureau  
5805 N Lamar Blvd  
P.O. Box 4143 Austin TX 78765-4143  
[Tina.Saenz@dps.texas.gov](mailto:Tina.Saenz@dps.texas.gov)

**The agency shall ensure to include the step by step instructions for use of this account. These instructions are indicative of the agencies use**

**Resources:**

<https://texas.cjisapps.com/noncrim/launchpad/cjisdocs/docs.cgi> Secure Site Training Manual

FACT User Manual

[https://texas.cjisapps.com/noncrim/launchpad/cjisdocs/docs.cgi?cat\\_id=5](https://texas.cjisapps.com/noncrim/launchpad/cjisdocs/docs.cgi?cat_id=5)