

CENTRAL CALIFORNIA
EMERGENCY MEDICAL SERVICES
A Division of the Fresno County Department of Public Health

Manual	Emergency Medical Services Administrative Policies and Procedures	Policy Number: 701
Subject	Live Scan Document Handling, Security, and Records Management	Page 1 of 3
References	California Penal Code Sections 11105, 11105.2	Effective 6/1/2026

I. POLICY

CCEMSA shall maintain administrative, physical, and technical safeguards necessary to protect Live Scan records and criminal history information from unauthorized access, use, disclosure, alteration, or destruction. Access to criminal history information shall be limited to personnel with a legitimate business need and authorized access rights. All employees shall protect confidential information entrusted to the EMS Agency.

This policy applies to all employees of the EMS agency, designated Custodians of Records, contractors who may have access to Live Scan records, Information Technology personnel supporting systems used to store or process Live Scan information.

II. PURPOSE

The purpose of this policy is to establish uniform standards for the receipt, review, handling, storage, transmission, retention, destruction, and protection of Live Scan documents and criminal history information received by the EMS Agency. This policy is intended to ensure compliance with applicable federal and state laws, California Department of Justice (DOJ) requirements, Criminal Justice Information Services (CJIS) security requirements, records retention regulations, and county information security standards.

III. AUTHORITY

This policy is established pursuant to the following:

- California Penal Code Sections 11105, 11105.2, and related statutes governing criminal offender record information.
- California Department of Justice Applicant Agency Program requirements.
- Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Policy.
- California Emergency Medical Services Authority regulations.
- Applicable County Administrative Policies and Procedures.
- Applicable Records Retention and Information Security Regulations.

Nothing in this policy shall supersede state or federal law governing the use and disclosure of criminal history information.

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Approved By EMS Director	DANIEL J. LYNCH (Signature on File at EMS Agency)	
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IV. DEFINITIONS

- A. Authorized Personnel - Individuals designated by CCEMSA and authorized under DOJ requirements to access criminal history information for official business purposes.
- B. Criminal Offender Record Information (CORI) - Criminal history information obtained directly from the California Department of Justice, Federal Bureau of Investigation, or authorized criminal justice agencies.
- C. Custodian of Records - An employee designated by CCEMSA and approved by the California Department of Justice to receive, review, maintain, and disclose criminal history information as authorized by law.
- D. Live Scan Document - Any document associated with a fingerprint-based background check process, including:
 - 1. Request for Live Scan Service forms
 - 2. Applicant tracking records
 - 3. Fingerprint submissions
 - 4. DOJ responses and FBI responses
 - 5. Background review documentation
 - 6. Certification action records
- E. Security Incident - Any actual or suspected unauthorized access, disclosure, alteration, destruction, loss, theft, or compromise of Live Scan information or criminal history records.

V. PROCEDURES

- A. Receipt of Live Scan Documents –Live Scan Documents shall be reviewed by authorized personnel only and logged or tracked according to EMS Agency procedures. Records shall be immediately secured when not actively in use.
- B. Physical Security - The following safeguards shall be maintained:
 - 1. Live Scan records shall be stored in locked cabinets or secured offices.
 - 2. Offices containing criminal history information shall remain secured when unattended.
 - 3. Visitors shall not have access to Live Scan records.
 - 4. Records shall not be left unattended on desks, printers, or conference tables.
 - 5. Documents no longer required shall be destroyed using approved confidential shredding methods.
- C. Electronic Security - Electronic records shall be protected through agency-issued devices with password-protected systems and multi-factor authentication.
 - 1. The following activities are prohibited:
 - a. Use of personal devices.
 - b. Storage on portable media.
 - c. Uploading criminal history information to unauthorized platforms.
 - d. Transmission through unsecured communication channels.
- D. Disclosure of Information - Unauthorized disclosure is strictly prohibited. Criminal history information shall only be disclosed as authorized by law, for official agency purposes, and following review by the Custodian of Records.
- E. Security Incident Response - Upon discovery of a security incident, immediately notify the EMS Director or designee. The affected records or system should be secured, and the incident be documented. Coordinate required notifications to regulatory agencies and implement corrective action.

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VI. RECORDS RETENTION

Live Scan records shall be retained in accordance with County retention policies.

VII. TRAINING REQUIREMENTS

A. Authorized personnel shall complete:

1. Initial confidentiality training.
2. DOJ-required training.
3. Information security awareness training.
4. Annual refresher training.

B. The EMS Agency shall maintain Training records for 3 years.

VIII. POLICY VIOLATIONS

Violations of this policy may result in revocation of access privileges to Live Scan information, corrective or disciplinary action. In accordance with DOJ regulations, violations may include referral to a law enforcement agency and may be pursued as a civil or criminal penalty.

IX. ANNUAL REVIEW REQUIREMENTS

This policy shall be reviewed at least annually by the EMS Director, Custodian of Records, and/or information technology and County Counsel, as needed.