



Department of General Services

Privacy Notice

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Table of Contents

1. Introduction
2. What Personal Information We Collect
3. Why We Collect and Process Your Personal Information
4. Knowledge and Consent
5. Limiting Collection
6. Use, Disclosure, and Retention of Personal Information
7. Accuracy
8. Safeguarding Personal Information
9. Privacy Notice Changes
10. Access to Personal Information
11. Artificial Intelligence
12. How to Contact Us
13. Email
14. Website Privacy

1. Introduction

Protecting Your Information

The State of Maryland's Department of General Services works to protect your personal information. This includes keeping it private, accurate, and secure. We do this by using fair information privacy rules.

What This Document Covers

This document explains:

- How we collect your personal information
- How we use it
- How we protect it
- How we share it

We are responsible for protecting any personal information we control. This notice applies to all personal information we collect, use, and share through our websites, in-person services, and written correspondence.

2. What Personal Information We Collect

We collect and use certain personal data about you. Here's what we gather:

- Full name (including first, middle, and last names)
- Birth date
- Home address
- Telephone number
- Email address
- Social Security Number (SSN)
- Driver's license number
- Federal employer identification number (FEIN)
- Vehicle information
- Contact information for witnesses to incidents occurring on State property
- Background check information for contractor staff who need access to secure areas
- Bank account information
- Credit card information

We follow official State and federal laws to protect your privacy while providing these services. These laws include:

- Maryland Public Information Act (MPIA)
- Maryland Data Privacy and Protection Act of 2026
- Americans with Disabilities Act (ADA)
- Family and Medical Leave Act (FMLA)
- Criminal Justice Information Services (CJIS)
- Privacy Act of 1974, Section 7 (Social Security Number disclosure)
- Protection of Information by Government Agencies (Md. Code, State Government §§ 10-1301 through 10-1308)

3. Why We Collect and Process Your Personal Information

Why We Collect Your Information

We collect, use, and share your personal information to decide if you qualify for specific state services, benefits, or products. This information is collected in accordance with Code of Maryland Regulations (COMAR) Title 4, which authorizes DGS to administer real property acquisition and disposal, ensure the safety of State buildings and grounds, and oversee employee housing; information is also collected in accordance with COMAR Title 21, which authorizes DGS' administration of State procurement. We also collect financial or sensitive data to complete specific transactions you request.

We may offer you chances to apply for other helpful State programs. Sometimes, the reason we need your data is obvious. For example, if you give us your name and payment information for an application, we assume you agree to let us use it for that service.

How We Use Your Information

We collect and use your personal information to check if you qualify for the benefits or services you've asked for. This might include financial or sensitive information if needed to process your application.

What We Do with Your Information

- Legal and Regulatory Compliance: We use your information to meet laws and regulations, support audits and investigations, prevent fraud, and improve our programs and operations.
- Sharing Information: Where allowed by law, we might share information with other government agencies or authorized entities for these purposes.

How We Protect Your Information

We only use your personal information as needed for these purposes and follow privacy and data protection laws. We keep your personal information only as long as needed for these purposes. When it is no longer needed, we delete or destroy it according to DGS records retention and disposal schedules approved by the Maryland State Archives.

Sharing & Consent

- Other Opportunities: We might inform you about programs from other agencies that could help you.
- Implied Consent: When you provide information like your address or payment details as part of an application, we consider it your permission to use that data for that specific purpose.
- Service Improvements: We also use data to analyze and enhance State services and to stay compliant with the law.

4. Knowledge and Consent

We will let you know and get your okay before we gather, use, or share your information, unless the law lets or requires us to do it without asking. We will tell you why we need your information before or when we ask for it.

Choosing to give us your information is up to you. But without it, we may not be able to provide the services you want. We won't make you agree unless the law requires it or it's necessary for the service. When you sign a form or select "I agree" online, it means you officially allow us to use your information.

5. Limiting Collection

We have rules to limit the data we collect. We only gather the personal information needed to do our job.

If we get your information from another source, like the government or a verification company, we use legal agreements. This ensures we only get what the law or contract requires.

6. Use, Disclosure, and Retention of Personal Information

Use of Your Data: We use your data only for the purpose it was first collected, unless you give permission, for legitimate government purposes, or the law demands it. We keep your information only as long as needed to complete that task, following State record timelines.

Sharing Your Data: We might share your data with contractors who help us with your requests. These contractors must sign strict contracts to keep your data secure and confidential. We never sell your personal information to anyone.

Anonymizing Your Data: If we share information with other Maryland State agencies for research or to improve services, we first remove your name and other identifying details.

Public Access to Records: Government records may be open to the public if required by the Maryland Public Information Act. However, Maryland law has safety exceptions to keep your private details from being released to the public.

7. Accuracy

We make sure your information is correct, complete, and current. We might ask you to verify your details.

Under the Maryland Public Information Act, you can ask us to fix mistakes, update old facts, or add missing information to your records. It's your job to provide us with accurate details and let us know when your information changes.

8. Safeguarding Personal Information

Protecting Your Data: State and federal laws require us to keep your personal information safe. For instance, Maryland law requires us to use reasonable security procedures and practices to protect your personal information, to require the same of our contractors, and to notify you if a breach of our systems puts your information at

risk. Some information, such as criminal justice information, is also subject to federal security requirements. Health information we hold about DGS employees, such as medical documentation for leave or workplace accommodations, is kept confidential as required by federal law. Under Maryland law, we use strong safeguards or security measures to protect your data. These methods include secret codes (encryption), strict access controls, and locked storage systems.

What Happens if Someone Accesses Your Data Unauthorized: If someone accesses your information without proper authority, we will tell you about it according to the law and our privacy incident plan.

9. Privacy Notice Changes

We check and update this notice at least once a year to keep up with new laws, technology and best practices. We will let you know about any big changes by posting the new rules with a new "Last Updated" date.

10. Access to Personal Information

Requesting Your Information: You can ask us to share what information we have about you and how it is used. You have the right to request to review. You can ask us to change or delete data you provided directly, depending on State laws. If the data came from another source, you must contact that source to change their files.

What We Can't Show You: Sometimes, we can't show you certain files because of the law. We can't show you records that include:

- Private data about other people
- Files restricted by police or law enforcement
- Information covered by official security rules

If We Deny Your Request: If we have to deny your request, we will explain why in writing and keep a record of it.

11. Artificial Intelligence

At present, DGS does not utilize artificial intelligence tools or chatbots to engage with the public, whether directly or indirectly. Should we introduce these technologies in the

future, we will revise this notice to describe their use and details regarding how they manage your personal information.

12. How to Contact Us

You can ask questions about this notice, request data, or report a privacy issue by contacting our Privacy Team. You can contact:

Agency Privacy Officer

Christian Skipper
Director of Records Management
7275 Waterloo Rd.
Jessup, MD 20794
(410) 799-1930
christian.skipper1@maryland.gov

13. Email

If you email us, we will use your message to answer your questions. Your emails are like official letters. They can become public records and may be shared if someone asks for them under the Maryland Public Information Act.

14. Website Privacy

This section explains privacy practices related to our website(s).

Cookies

A cookie is a small file saved on your computer when you visit a website. We use cookies to help our site work well, count visitors, and make your experience better. Most web browsers accept cookies by default. You can change your settings to block cookies, but doing so might stop some features from working.

Information Collected and Stored Automatically

When you visit our pages or download files, our systems automatically collect some basic information. We do not use this information to identify you personally. Here's what we collect:

- Your internet domain (like Maryland.gov) and your device's (e.g., computer, phone) IP address. An IP address is a special number given to your device by your internet service provider. This helps your device talk to others on the internet
- The type of web browser (e.g., Chrome, Safari) and operating system you are using
- The date and time of your visit
- The specific pages you view
- Where you click on the site (not including any text you type in forms)

We use this data to improve our websites, to learn about the number of visitors on our sites, and to understand what technology people are using.

Other Websites

We link to websites that are not part of the Maryland government. Our privacy rules do not apply once you leave a Maryland.gov site. We can't control how these other websites use your data. Always check their privacy statements to understand how they handle your information.

Site Security

To protect our websites and make sure they are accessible to everyone, we use special security tools. These tools watch the traffic on our network. They help us find and stop any attempts to change data or harm our pages.

We do not try to find out who individual users are unless it is part of a police investigation. Uploading unauthorized information or damaging government computer systems is against the law. This can lead to punishment under both State and federal laws. In the event of a data breach, we will notify the impacted individuals according to the law and our data breach plan.