

Personal Information	Who is personal information collected from?	Why does Infotech collect this information?	Why does the Doc Express service use this?	How long is this information kept?
Business Name	User	* Displayed in Appia, Bid Express, Doc Express - Contacting User (Email, Call, Support)	Used as a way to identify which business or organization a user is part of - most specifically when assigning access within Doc Express. When a contract is created, access can be assigned at the business or user level. Anyone with access to the contract is able to see the name of other businesses who have been granted access to the contract. Business name is also displayed within document audit trails within Doc Express, allowing users to associate the organization a user is associated with.	Account Deletion
User Name	User	* Displayed in Appia, Doc Express - Contacting User (Email, Call, Support)	Used as a way to identify a user - most specifically when assigning access within Doc Express. When a contract is created, access can be assigned at the business or user level. Anyone with access to the contract is able to see the name of other businesses or users who have been granted access to the contract. User name is displayed in multiple areas of the system, including document audit trails, template groups, and template access.	Account Deletion
Home or other physical address	User	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	Account Deletion
Email address	User	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A
Telephone number	User	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A

*Depending on the services the user/agency/business use, different information may be displayed

Personal Information	Who is personal information collected from?	Why does Infotech collect this information?	Why does the Doc Express service use this?	How long is this information kept?
Social security number	Not collected	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A
Passport number	Not collected	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A
Driver's license number	User	Verbal verification for Digital ID	The Doc Express service requires the use of state issued identification to verify the identity of an individual requesting a Digital ID for the purpose of digitally signing contracts within the service.	Typically, 24-48 hours
Bank account number	Not collected	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A
Credit or debit card number	Not collected	N/A	The Doc Express service doesn't gather and use this information for any purpose. It is at the owner-agencies' discretion how they use the information that is gathered through document submissions.	N/A
Personal and Physical Characteristics Includes Photographic Image, Fingerprints, Handwriting, Signatures, Other Biometric Data	User	Verbal verification for Digital ID	The Doc Express service requires the use of state issued identification to verify the identity of an individual requesting a Digital ID for the purpose of digitally signing contracts within the service.	Typically, 24-48 hours

*Depending on the services the user/agency/business use, different information may be displayed

Personal Information	Who is personal information collected from?	Why does Infotech collect this information?	Why does the Doc Express service use this?	How long is this information kept?
Financial Information Includes Banking Information, Credit Card Information, Financial Statements, etc.	Not collected	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A
Commercial Information Includes Information that the Individual Uses to Make Money and the Individual Would Consider Sensitive.	Not collected	N/A	The Doc Express service doesn't gather and use this information for any purpose. Agency-owners may collect this information and store it in the Doc Express service when agency-owners ask users to submit information. Agency-owners control this information.	N/A