

# ***Synthesized Section Report for: 36- Removal of Files from SSA.docx***

## Removal of SSA Files Policy

### Purpose:

This policy outlines procedures for the removal of files from the SSA office, their access by interested parties, and the maintenance of file confidentiality. It aims to ensure complete records are kept, minimize risks of breach, and facilitate timely returns of files.

### Policy:

1. Files shall not be released from the SSA office for longer than 30 days without Administrator approval, with exceptions for copies provided when files will be out of the office for more than 30 days.
2. The confidentiality of all employer and beneficiary files must be maintained when removed from the SSA Office.
3. File logs are to be used to document the removal and return of files, including date, file name, reason, signature, contact details, and initials of SSA staff members.
4. Administrative Officer audits the log monthly to ensure timely returns of all files.

### Procedures:

1. All employees are responsible for maintaining confidentiality when handling files removed from the SSA office.
2. Other authorities/parties should be encouraged to review files at the SSA office, with photocopies made as necessary.
3. When files must be removed and left with other parties, they should be receipted using a File Log form under the control of Administrative Officer.
4. In case of delayed returns, follow-up phone calls are to be made to ascertain the delay or appropriate Section is to advise Administrative Officer accordingly.

### File Note Record:

A complete record should be kept of all interviews and discussions with beneficiaries/employers, commitments made by Social Security staff, visits to employers, communications with representatives,

and other important background information relating to the beneficiary/employer. File Notes must accurately record transactions, assessments, and actions while avoiding subjective or discourteous comments that may prove damaging at a later date.

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