Keeping Your Confidential Information Secure

California's Child Support Program: A Resource for Parents

The Department of Child Support Services (DCSS) offers all customers safety, security, and confidentiality of their personal information. While promoting its mission to support California's families, DCSS places great importance on protecting your information.

- **Information Privacy**

  Your personal information is just that, personal. DCSS uses safeguards to prevent revealing your personal information to anyone that does not have permission to access it. Your personal information will not be shared with the other parent or party affiliated with your child support case unless ordered by a court.

- **Information Security**

  DCSS manages the Child Support Program using a statewide automated Child Support Enforcement system. Personal information associated with your child support case resides in this system and is safeguarded from cyber-attacks and misuse to the fullest extent possible.

- **Confidentiality**

  Your child support case information is confidential and protected by law. Examples of confidential child support case information include application for services, employment, and medical information. All California Child Support program professionals are required to adhere to case information confidentiality requirements and are held accountable to laws governing its usage.

- **Sensitivity**

  DCSS understands the sensitive nature of your involvement in the Child Support Program. All participants are to be treated with respect, dignity, and compassion. DCSS will not release any information unless required to do so by law and only with authorized authorities.

For more information, contact your local child support office: 1 (866) 901-3212 **or TTY:** 1 (866) 399-4096
https://childsupport.ca.gov/

Child Support Directors Association
A Coalition of Experts Collecting Billions for California's Children

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