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KE KIA'ĀINA



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LUNA 'ENEHANA

**STATE OF HAWAII | KA MOKU'ĀINA O HAWAII'**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWE LAULĀ**

**OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | KE'ENA HO'OLANA 'ENEHANA**

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

The Honorable Ronald D. Kouchi  
President of the Senate  
and Members of the Senate  
Hawaii'i State Legislature  
State Capitol, Room 409  
Honolulu, Hawaii'i 96813

The Honorable Nadine K. Nakamura  
Speaker of the House  
and Members of the House  
Hawaii'i State Legislature  
State Capitol, Room 431  
Honolulu, Hawaii'i 96813

Dear President Kouchi, Speaker Nakamura, and Members of the Legislature:

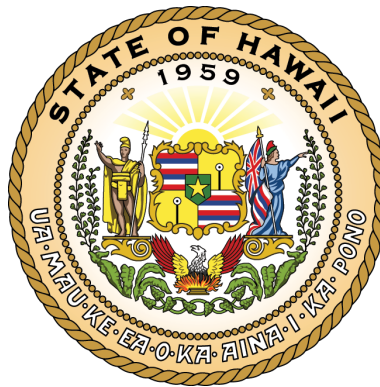
On behalf of the Information Privacy and Security Council, which is assigned to the Department of Accounting and General Services and chaired by the State Chief Information Officer, the Office of Enterprise Technology Services respectfully submits the attached Annual Summary Report on the government agencies' personal information systems, pursuant to HRS section 487N-5(d).

In accordance with HRS section 93-16, this report may be viewed electronically at <https://ipsc.hawaii.gov/> .

Sincerely,

Christine Sakuda  
Chief Information Officer

Attachment



INFORMATION PRIVACY AND SECURITY COUNCIL

ANNUAL SUMMARY REPORT

December 10, 2025

SUBMITTED TO

THE THIRTY-THIRD STATE LEGISLATURE

**Information Privacy and Security Council**  
**Annual Summary Report**  
**December 9, 2025**

The Information Privacy and Security Council (IPSC) submits the following summary report on the existence and character of government agencies' personal information (PI) systems, pursuant to section 487N-5(d), Hawaii Revised Statutes (HRS).

The IPSC has received the individual annual reports submitted by government agencies of the State of Hawaii, City and County of Honolulu, Hawaii County, Maui County, and Kauai County, in accordance with HRS section 487N-7. Enclosed are the council's findings and summary of recent legislation to protect PI handled by government agencies.

**BACKGROUND**

Any State or local government agency that maintains one or more personal information systems is required under section 487N-7, Hawaii Revised Statute (HRS), to submit to the IPSC an annual report on the existence and character of each PI system added or eliminated since the agency's previous annual report.

The IPSC continued with the "paperless" method of reporting to all jurisdictions and departments. All agencies had the option of using the IPSC's Privacy Impact Assessment (PIA) fillable PDF, accessible to agencies through the IPSC website ([ipsc.hawaii.gov](http://ipsc.hawaii.gov)), to comply with their reporting requirement.

### ***General Statistics***

There was a total of 204 Privacy Impact Assessment (PIA) reports that were submitted this year. Below is a breakdown and summary of the government agencies that submitted a PIA report. For additional information, see APPENDIX A – Collection Breakdown.

- City & County of Honolulu: **1 (less than 1%)**
- County of Hawaii: **0 (0%)**
- County of Kauai: **26 (11%)**
- County of Maui: **0 (0%)**
- State of Hawaii – Executive Branch: **155 (76%)**
- State of Hawaii – Judiciary Branch: **18 (9%)**
- State of Hawaii – Legislative Branch: **4 (2%)**

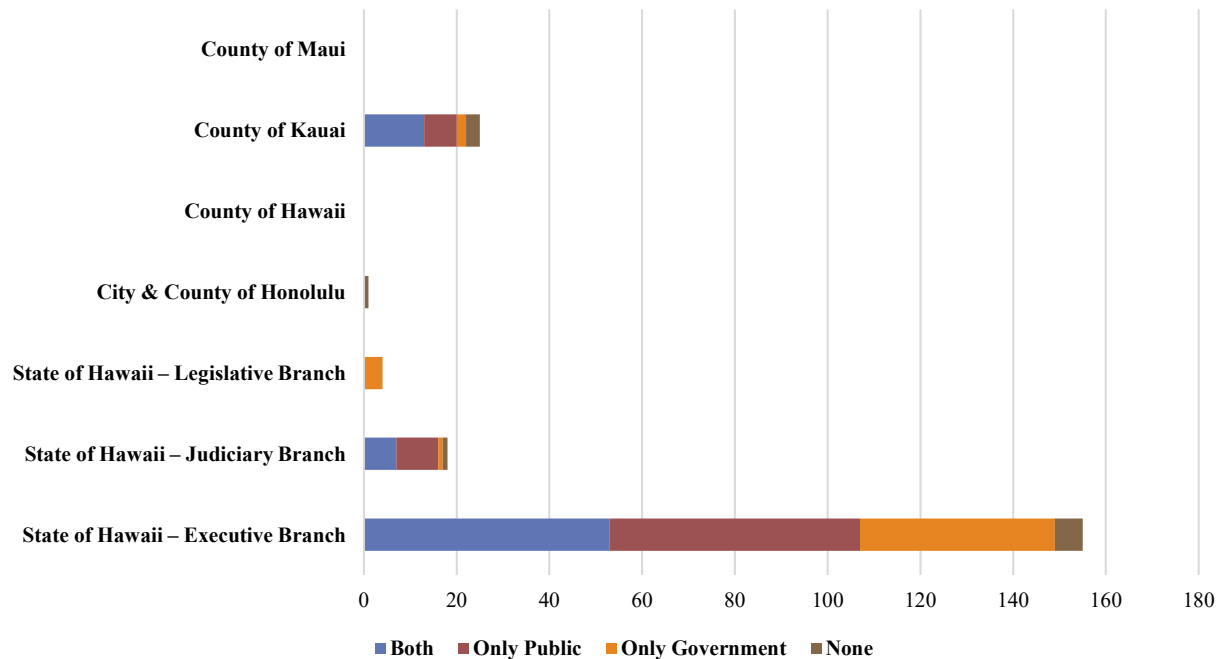


### ***Data Landscape***

**46** government agencies reported they have systems/applications that collect Constituent and/or Government Employees information; **5%** of agencies' systems/applications and/or the agency does not collect/contain personal information.

Below is a summary of the percentage of reported systems/applications that collect/contain such information:

- **36%** collected/contained both **Constituent and Government Employees**
- **34%** collected/contained only **Constituent** information
- **24%** collected/contained only **Government Employee** information

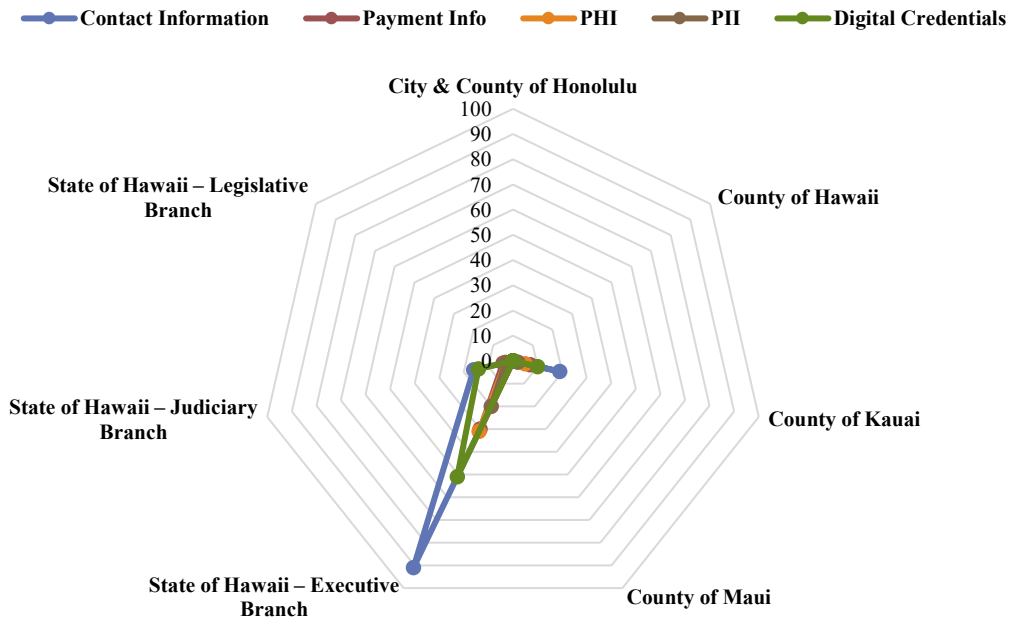


*The following chart illustrates the responses from government agencies stating whether they collect personal information from Constituents and/or Government Employees.*

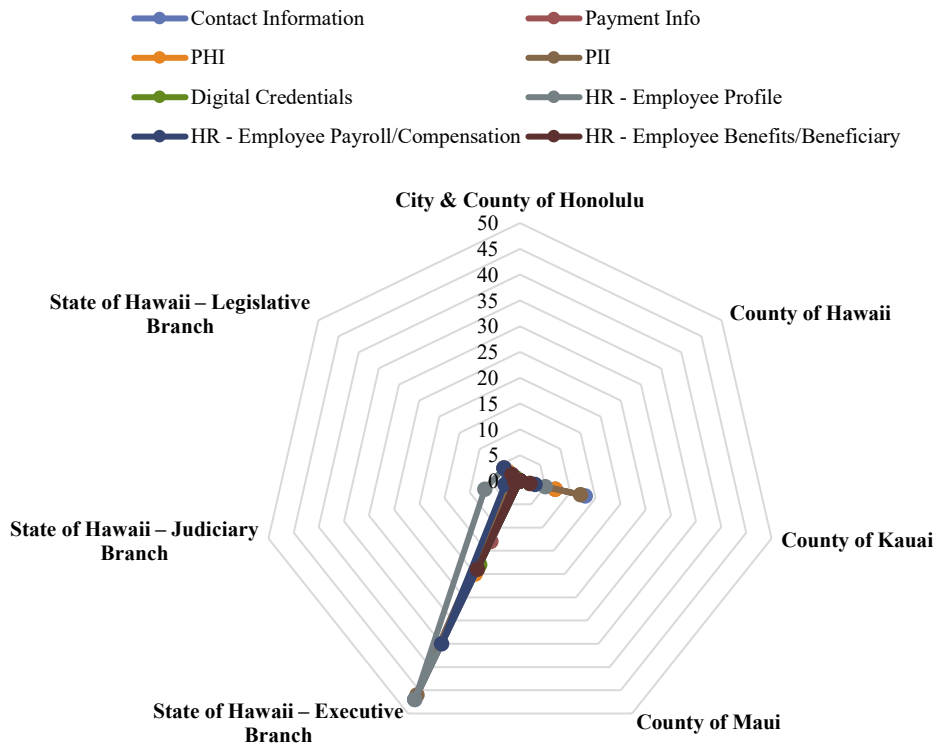
Types of Personal Information	Constituents	Government Employees
Contact Information (e.g. Home/Business/ E-Mail Address, Phone Numbers, etc.)	65%	34%
Payment Information (e.g. Credit/Debit Card No, Financial Account No., etc.)	21%	12%
Protected Health Information (e.g. Medicare/Medicaid, patient information etc.)	20%	16%
Personal Identifiable Information (e.g. Social Security No., Driver's License No., etc.)	13%	33%
Digital Credentials (e.g. Security Codes/Passwords, Biometrics, etc.)	39%	11%
Human Resource - Employee Profile	0%	33%
Human Resource - Employee Payroll/Compensation	0%	23%
Human Resource - Employee Benefits/Beneficiary	0%	12%

*The table describes the types and percentage of Government Employees and Constituents personal information that is collected by agencies.*

## Constituent Information



## Government Employee Information



*Data landscape of Constituent (top) and Government Employee (bottom) personal information collected by agencies per total count of reported systems/application.*

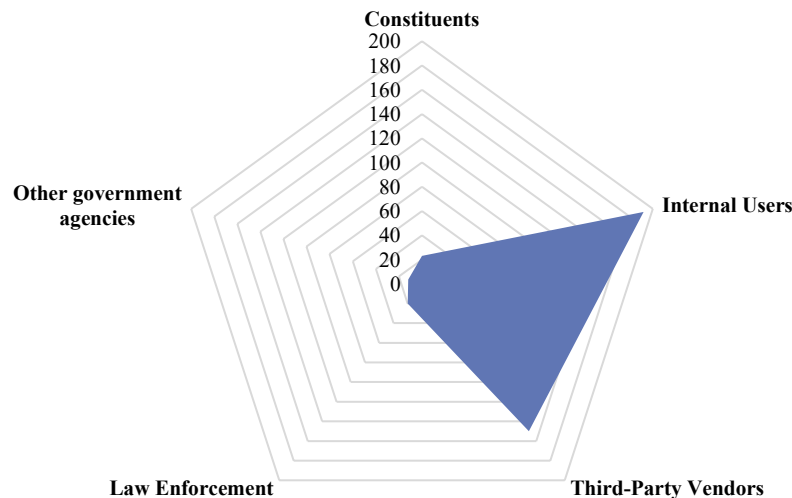
### ***Data Origination and Volume***

**35%** reported systems/applications receive personal information by the Constituent themselves, whereas **65%** are entered on behalf of the user by an internal agency staff, third-party source, and/or programmatically from another system.

For agencies who responded that the personal information is *entered on behalf of the user by an internal agency staff, third-party source, and/or programmatically from another system*:

- **72%** stated that the information originated from other **State, Local, Tribal, and Territorial (SLTT) government entities**
- **21%** stated that the information originated from **Third-Party Vendors**
- **7%** stated that the information originated from **other entities (Private Corporations, Non-profits, etc.)**

The graph (below) summarizes the user demographics accessing and/or handling personal information.



**77%** of government agencies responded that personal information is remotely accessible to the Public, internal users (e.g. government employees), third-party vendors, law enforcement, etc.

- **88%** of agencies reported that their systems/applications require users to authenticate (with a username and password)
- **37%** require additional methods of authentication (e.g. Time-Based Security Codes, Biometric Verification, Security Questions, etc.)

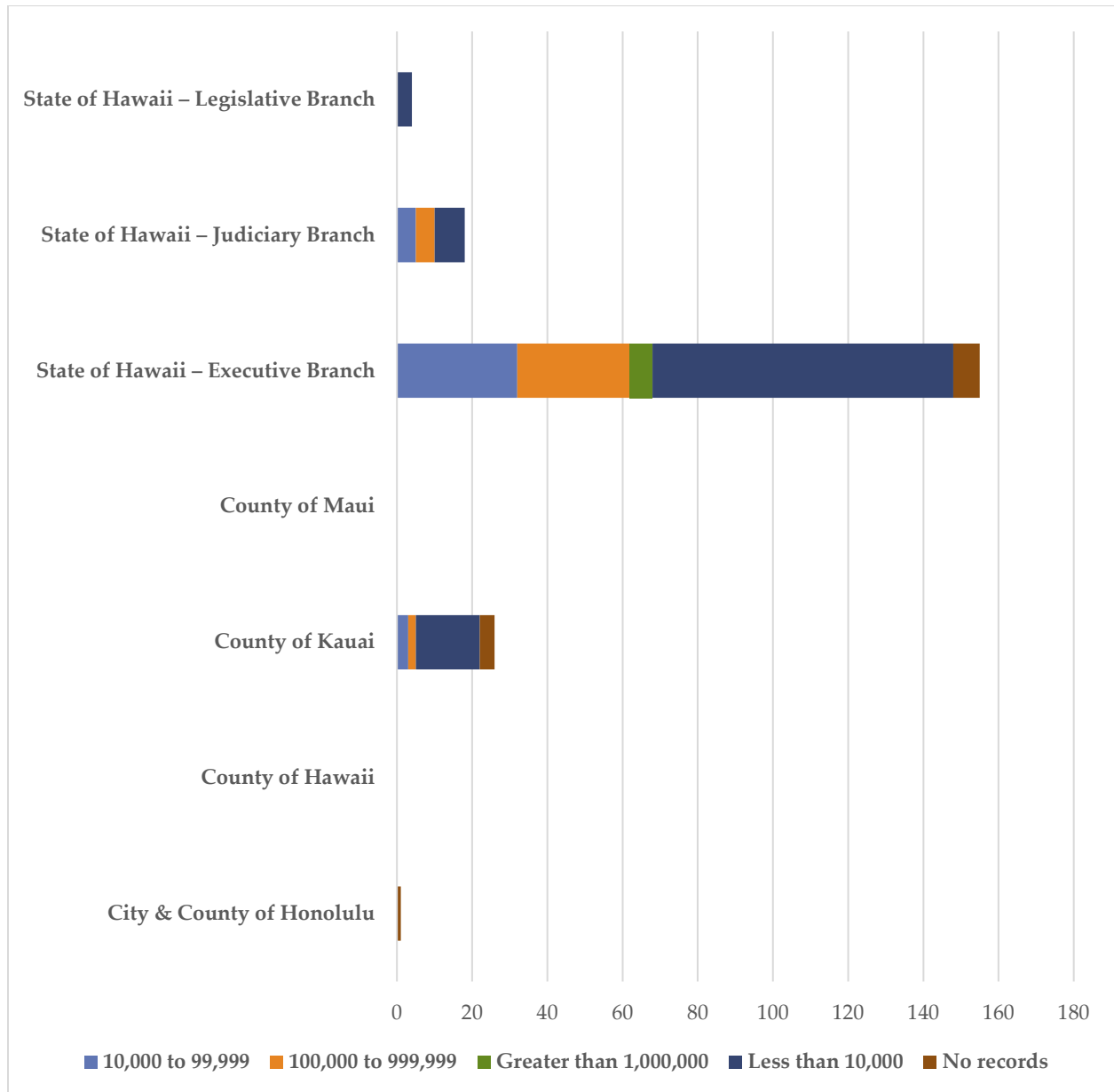
The table (below) describes agencies' responses on how personal information is accessible via secured means

Web-based (e.g. web application, browser, etc.)	37%
Secured Network Shares (via virtual private network connection)	58%
Secured Terminal Services (via Secure Shell, Transfer via virtual private network connection)	5%

### Data Volume

Below are a summary and chart describing the volume of personal information collected/contained on agencies' systems/applications:

- **6%** of agencies reported that their systems/applications collected/contained no records
- **56%** of agencies reported that their systems/applications collected/contained **less than 10,000 records**
- **21%** of agencies reported that their systems/applications collected/contained between **10,000 to 99,999 records**
- **19%** of agencies reported that their systems/applications collected/contained between **100,000 to 999,999 records**
- **3%** of agencies reported that their systems/applications collected/contained **more than 1,000,000 records**

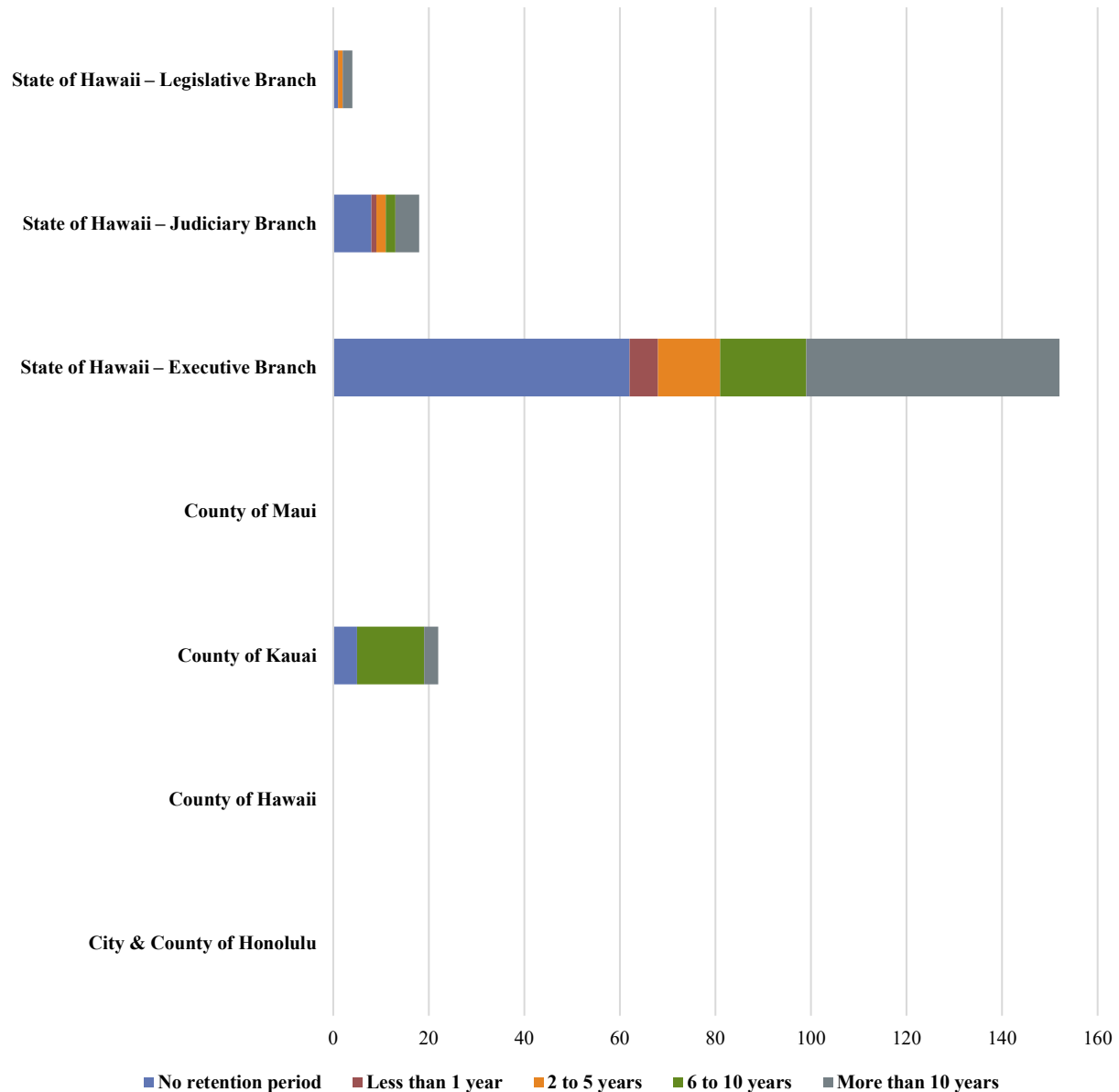




### ***Data Retention***

The following summary and graph describe the agencies' data retention period of personal information on reported systems/applications:

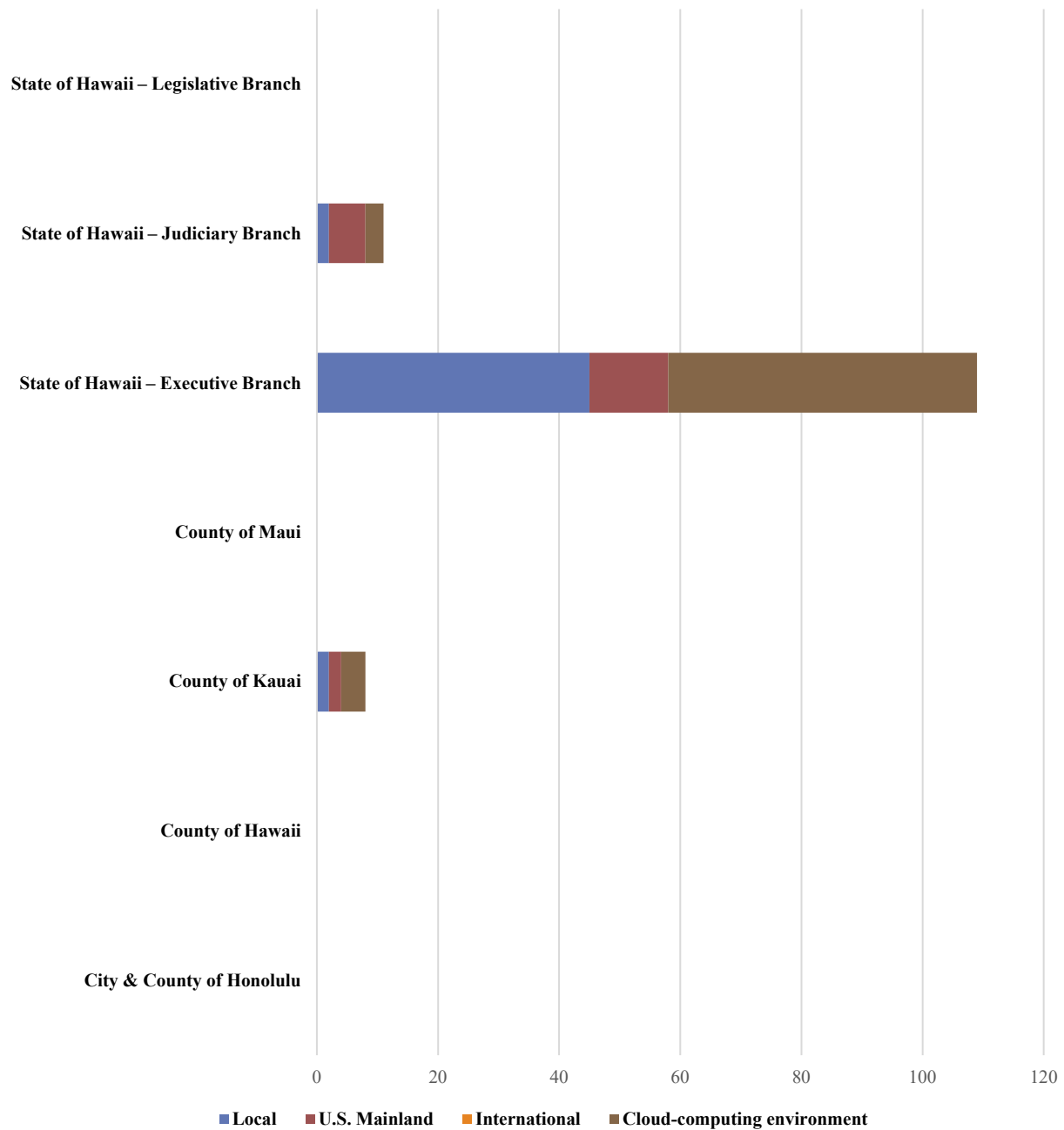
- **39%** of agencies reported that their systems/applications have **no records**
- **4%** of agencies reported that their systems/applications store personal information **for less than 1 year**
- **8%** of agencies reported that their systems/applications store personal information for **2 to 5 years**
- **17%** of agencies reported that their systems/applications store personal information for **6 to 10 years**
- **33%** of agencies reported that their reported systems/applications store personal information for **more than 10 years**



### ***Data Backup***

**50%** of government agencies reported that they have a backup strategy for the personal information they collect and store.

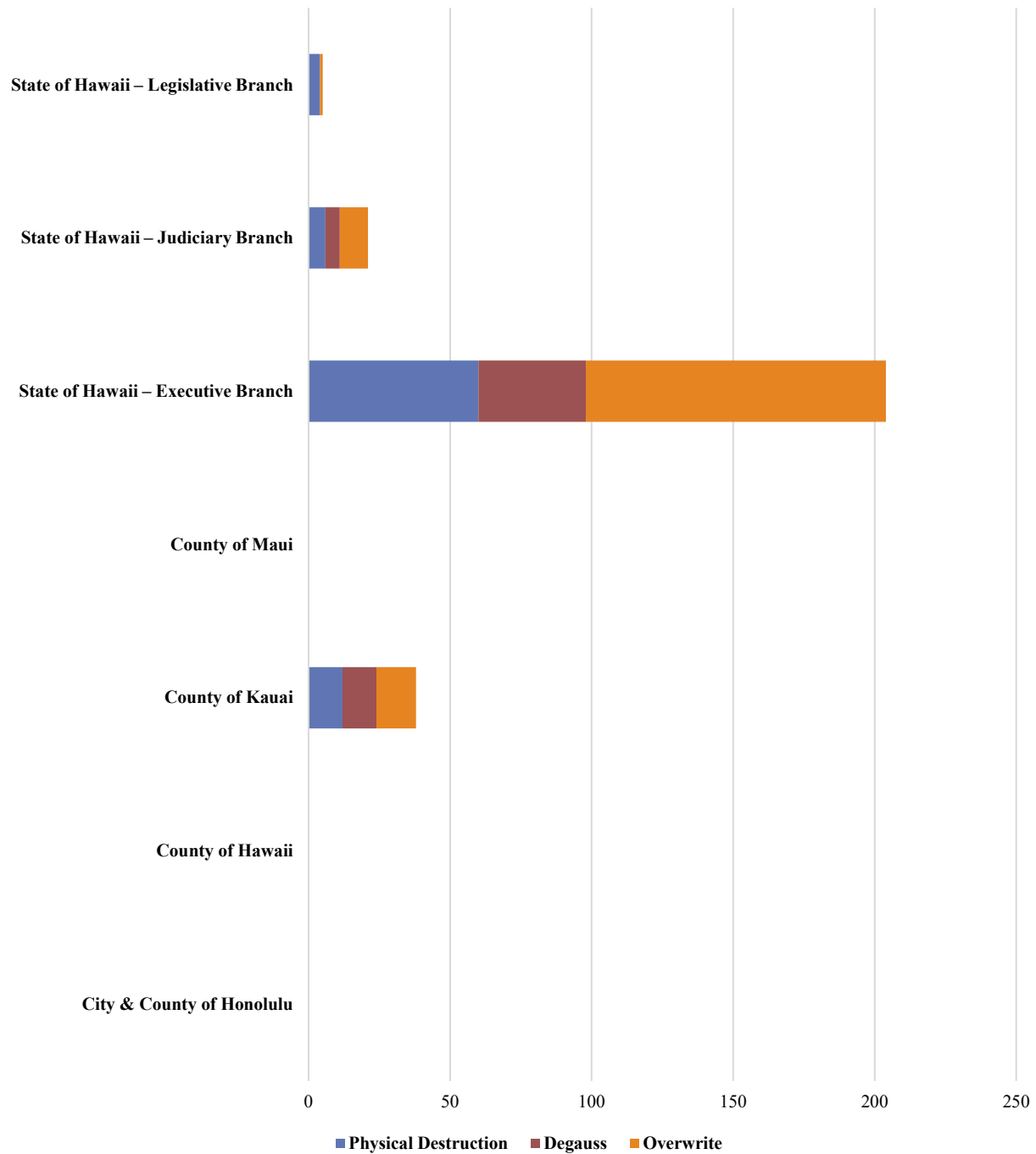
- **38%** of reported systems/applications backup personal information **Locally (within miles of the business)**
- **16%** of reported systems/applications backup personal information in the **U.S. Mainland**
- **45%** of reported systems/applications backup personal information in **Cloud Computing Environments**
- **No systems/applications** store personal information **Internationally**



### ***Data Disposal***

The following summary and chart describe the data disposal practices performed by agencies once the personal information system/application is no longer needed:

- **31%** of government agencies reported that they **physically destroy** their records with personal information
- **21%** stated that they **degauss** their records
- **49%** **overwrite** their data.



## APPENDIX A – Collection Breakdown

Below is a summary of government agencies that submitted PIA reports in 2025

### **City & County of Honolulu**

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Department of Environmental Services

### **County of Kauai**

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Agency on Elderly Affairs

Agency on Transportation

County Attorney's Office

Department of Finance

Department of Human Resources

Department of Planning

Department of Public Works

Department of Water

Kauai Emergency Management Agency

Kauai Fire Department

Kauai Police Department

Office of Boards & Commissions

Office of Economic Development

Office of Housing

Office of Liquor Control

Office of the County Clerk

Office of the Mayor

### **State of Hawaii - Executive Branch**

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Department of Accounting and General Services

Department of Budget and Finance

Department of Business, Economic Development, & Tourism

Department of Commerce and Consumer Affairs

Department of Corrections and Rehabilitation

Department of Defense

Department of Education

Department of Health

Department of Human Resources Development

Department of Land and Natural Resources

Department of Law Enforcement

Department of Taxation

Department of the Attorney General, Hawaii Criminal Justice Data Center

Department of the Attorney General, Legal

Department of Transportation - Administration Division

Department of Transportation - Highways Division

Office of Hawaiian Affairs

Office of the Lt. Governor

University of Hawaii

### **State of Hawaii - Judiciary Branch**

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Adult Client Services Branch  
Criminal Justice Research Institute  
Financial Services Department  
Human Resources Department  
Information Technology Systems Division  
Third Circuit Court

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**State of Hawaii - Legislative Branch**

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House of Representatives  
Legislative Reference Bureau  
Office of the Auditor