# Vocational Rehabilitation Services Manual A-200: Customer Rights and Legal Issues

Revised April 1, 2019

## A-206: Confidentiality and Use of Customer Records and Information

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### A-206-4: Release of Customer Records and Information

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#### Release for Media Purposes

TWC requires written consent from the customer to release, disseminate, and/or use the customer's information—including written or recorded information, photographs, and film or videotape—for print, broadcast, or electronic publication, including social media use. The TWC Media Release form is used to meet this requirement and is located on the [TWC Communications Department webpage](https://intra.twc.texas.gov/intranet/comm/html/index.html). It is available in both English and Spanish. The signed Media Release Form is kept in the customer's paper case file.

When circumstances arise that involve use of customer information in a media format, VR staff must consult with the unit management team and coordinate with [TWC Communications Department](https://intra.twc.texas.gov/intranet/comm/html/index.html).

For additional information about media and external communications, refer to the TWC Communication Department webpage and the [TWC External Relations Manual](https://intra.twc.texas.gov/intranet/comm/docs/external-relations-manual-twc.pdf).

Note: A Media Release Form is not required to provide VR services to a customer or for a customer to participate in public events associated with VR services and supports. Signing a TWC Media Release Form is only required if customer information will be shared as described in this section.

#### Release of Information from a Provider

A provider must not share with a customer documents received from TWC-VR. When a customer requests such documents, the provider must refer the customer to the customer’s VR counselor.

A provider may share with a customer documents that relate to the services provided by the provider and that have been signed by the customer or legal guardian.