

1. System Name: Call Center Database Customer Records.
2. System Location: WMATA Silver Spring Regional Office, 8405 Colesville Road, 5<sup>th</sup> Floor, Silver Spring, MD 20914.
3. Categories of Individuals Covered by System: Customers who request information that cannot be provided by phone.
4. Categories of Records in the System: Customer names, home addresses, home phone numbers and email.
5. Principal Purpose: To respond to customers' requests for information that cannot be provided by phone.
6. Routine Uses of Records Maintained in the System: General Routine Use F (Disclosure to Contractors, Grantors, Grantees, Federal Government Agencies, and Others); and H (Disclosure in Connection with Litigation) apply to this system.
7. Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:

**Retrieved by**: Name.

**Storage**: Electronic Database.

**Safeguards**: Access Controlled Electronic Database.

**Retention and Disposal**: Retained for 3 years then deleted.

8. Systems Manager: Manager of Customer Service Information, Customer Communications, Marketing and Sales.
9. Procedure for Notice, Access, and Contesting: Any individual who wants to know whether this system of records contains a record about him/her who wants access to his/her record, or who wants to contest the contents of a record, should make a written request to the **Privacy Administrator, Office of General Counsel, 600 Fifth Street, NW, Washington, DC 20001**. Requesters will be required to provide adequate identification, such as a driver's license, contractor identification card, or a government issued identification document. Requests for correction or amendment must identify the record to be changed and the corrective action sought. Complete Privacy Policy Procedures are set out in WMATA's Privacy Policy Instruction 9.2/0, which is posted on WMATA's website.
10. Records Source Categories: Customers who request information that cannot be provided by phone.