

1. System Name: WMATA Executive Correspondence Records.
2. System Location: Customer Relationship Management System (CRM)(cloud-based storage).
3. Categories of Individuals Covered by System: Customers and stakeholders who send inquiries and feedback to the WMATA General Manager and Chief Executive Officer (GM/CEO), WMATA Board members or to their elected officials.
4. Categories of Records in the system: Names, home addresses, home phone numbers, and email addresses of customers; names, business phone numbers, and business addresses of elected officials and/or WMATA Board Members; and WMATA Department/Office responses.
5. Principal Purpose: To track inquiries and feedback in order to address them and to track responses.
6. Routine Uses of Records Maintained in the System: General Routine Use A (Disclosure for Law Enforcement Purposes); D (Disclosure to Congressional Offices or Elected Officials in the Transit Zone); F (Disclosure to Contractors, Grantors, Grantees, Federal Government Agencies, and Others); H (Disclosure in Connection with Litigation); and J (Disclosure to the GAO, FTA, or Other Government Oversight Agencies) apply to this system.
7. Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:
 - Retrieved by**: Assigned Executive Number, Customer name or email.
 - Storage**: Electronic Copies.
 - Safeguards**: Access Controlled Database.
 - Retention and Disposal**: Retained with complete data for two years and then archived with limited data for 5 years, and then deleted.
8. Systems Manager: Senior Director, Customer Care, Jackson Graham Building, 600 Fifth Street, NW, Washington, DC 20001.
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, 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, which is posted on WMATA's web site.
10. Records Source Categories: Customers and stakeholders who make inquiries or provide feedback to the GM/CEO, their elected officials, or WMATA Board Members.