

EXEMPTIONS APPLY TO THIS SYSTEM (see paragraph 9)

1. System Name: SmarTrip® Database.
2. System Location: Jackson Graham Building, 600 Fifth Street, NW, Washington, DC 20001.
3. Categories of Individuals Covered by System: Customers who register SmarTrip® cards.
4. Categories of Records in the system: Names, addresses, contact phone numbers, trip data (where enter and exit system), transactional data (value added/deducted to SmarTrip® card and location and date of transaction), and SmarTrip® numbers.
5. Principal Purpose: To protect value of SmarTrip® card by checking identity before offering refund or honoring request to deactivate SmarTrip® card and for use in providing WMATA programs.
6. Routine Uses of Records Maintained in the System: General Routine Use A (Disclosure for Law Enforcement Purposes), C (Disclosure to Requesting Agency), F (Disclosure to Contractors, Grantees 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: By SmarTrip® number and last name.
Storage: Electronic Database.
Safeguards: User ID and Password (including security questions/answers) required.
Retention and Disposal: Active for one year, and then archived indefinitely.
8. Systems Manager: Kristopher Castillo: Financial and Grants Analyst.
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 register SmarTrip® cards and WMATA Fare system.