

1. System Name: Customer Bicycle Locker Rental Records.
2. System Location: WMATA Silver Spring Regional Office, 8405 Colesville Road, 5th Floor, Silver Spring, MD 20914.
3. Categories of Individuals Covered by System: Customers who rent bicycle lockers.
4. Categories of Records in the System: Customer names, home addresses, home phone numbers and email; assigned locker number and location.
5. Principal Purpose: To assign bike lockers and obtain and track payments.
6. Routine Uses of Records Maintained in the System: General Routine Use A (Disclosure for Law Enforcement Purposes), 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 and contract number.

Storage: Hard copy.

Safeguards: Lockable file cabinet in controlled access office accessible to the Manager of Customer Relations and Administrative Assistant only.

Retention and Disposal: Retained for three years after annual contract expires, and then destroyed.

8. Systems Manager: Manager of Customer Relations, 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 rent bicycle lockers and WMATA employees.