

1. System Name: Lost and Found System of Items left in the Transit System.
2. System Location: Jackson Graham Building, 600 Fifth Street, NW, Washington, DC 20001.
3. Categories of Individuals Covered by System: Customers who have misplaced property on the Metrorail/bus system.
4. Categories of Records in the system: Customer names, home addresses, home phone numbers and email and name of lost item.
5. Principal Purpose: To track and return items lost in the transit system to correct owners.
6. Routine Uses of Records Maintained in the System: General Routine Use A (Disclosure for Law Enforcement Purposes); F (Disclosure to WMATA Contractors, Grantors, Grantees, Federal Government Agencies, and Others); and H (Disclosure in Connection with Litigation) apply to this system and information may also be disclosed to any source from which additional information is requested (to the extent necessary to identify the individual, inform the source of the purpose of the request, and to identify the type of information requested), when necessary to obtain information relative to locating the owner of the found item.
7. Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:
 - Retrieved by**: Name and claim number.
 - Storage**: Electronic Database.
 - Safeguards**: Access Controlled Database.
 - Retention and Disposal**: Retained for 3 months and then deleted.
8. Systems Manager: Manager of Customer Assistance, 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, lost items, and other parties or entities.