

CFPB.013

SYSTEM NAME:

External Contact Database

SYSTEM LOCATION:

Bureau of Consumer Financial Protection, 1700 G Street NW., Washington, DC 20552.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

Individuals covered by this system include all individuals involved in Bureau communications with external affairs related activities including: (1) Media representatives (including, without limitations, newspaper, magazine, radio or television station, wire service, internet or any other form of media) who request interviews or meetings with the Bureau staff; (2) individuals who accompany the Bureau staff on official travel; (3) Bureau employees or members of the public attending a Bureau sponsored event, work activity, or an event in which the Bureau participated; (4) individuals who request building passes for access to the Bureau facility (including, without limitations, media representatives, correspondents, technicians, and/or producers); (5) individuals who request information from the Bureau Communications Office concerning specific issues and/or topics; (6) individuals who have been contacted for media events, interviews or meetings, occasions, invitations, travel opportunities or the placement of articles; (7) individuals on the mailing list for the Bureau speeches or updates; (8) individuals who request the Bureau accept a speaking engagement, accept an honor, attend a function, or request information about the Bureau, and its mission and/or policies, etc.; (9) individuals who have participated in a survey or focus group sponsored by the Bureau; (10) Bureau contacts of nongovernmental organizations throughout the United States (media, external affairs, educational, etc.); (11) officials of federal, state, and local governments; (12) assignment information of current and former Bureau staff; (13) Bureau staff authorized to perform domestic speaking/media engagements; and (14) Bureau staff involved in external affairs related communications.

CATEGORIES OF RECORDS IN THE SYSTEM:

Records in this system will include information related to communications with external affairs contacts. Such records include without limitation; (1) Contact information (name, business phone number, email address) for individuals who are involved in the operation of the Bureau's external affairs activities; (2) domestic travel records, including dates, places visited and purpose of trip, biographies, speaking engagements, and interviews; (3) communications between Bureau staff and individuals representing the media, non-profits, academia, and the private sector; (4) photographs of Bureau

employees and members of the public attending a Bureau sponsored event or an event in which the Bureau participated; (5) information necessary to obtain entry into Bureau facility, such as name, address, telephone number, date of birth, Social Security numbers, state of citizenship; (6) press releases; (7) names of local media organizations, non-profit, academia, and private sector organizations; (8) information on Bureau staff who ask the Bureau for permission to publish information about themselves or articles they have authored; (9) information on individuals who have participated in either a survey or focus group sponsored by the Bureau; (10) invitations sent to the Bureau to participate in or attend a speaking engagement, including the names of requesters and/or the organizations they represent, phone numbers, email addresses, assigned action officials and status; (11) automated and hard copy travel records, usually containing names, titles, addresses, organizations, telephone/fax/internet numbers, when necessary for travel documents.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

Public Law 111-203, Title X, sections 1011, 1012, 1021, codified at 12 U.S.C. 5491, 5492, 5511.

PURPOSE(S):

The purpose of the system is to enable the Bureau to communicate with the American public about its mission and activities. The information will be used to facilitate the Bureau's activities, including external contacts with the media, non-profits, academia, and the private sector. The information collected will also facilitate Bureau events and press conferences. The information will also be used for administrative purposes to ensure quality control, performance, and improving management processes.

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:

These records may be disclosed, consistent with the Bureau's Disclosure of Records and Information Rules, promulgated at 12 CFR 1070 *et seq.*, to:

- (1) Appropriate agencies, entities, and persons when (a) the Bureau suspects or has confirmed that there has been a breach of the system of records; (b) the Bureau has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, the Bureau (including its information systems, programs, and operations), the Federal Government, or national security; and (c) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with the Bureau's efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm;
- (2) Another Federal agency or Federal entity, when the Bureau determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (a) responding to a suspected or confirmed breach or

- (b) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs, and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.
- (3) Another federal or state agency to (a) permit a decision as to access, amendment or correction of records to be made in consultation with or by that agency, or (b) verify the identity of an individual or the accuracy of information submitted by an individual who has requested access to or amendment or correction of records;
 - (4) The Office of the President in response to an inquiry from that office made at the request of the subject of a record or a third party on that person's behalf;
 - (5) Congressional offices in response to an inquiry made at the request of the individual to whom the record pertains;
 - (6) Contractors, agents, or other authorized individuals performing work on a contract, service, cooperative agreement, job, or other activity on behalf of the Bureau or Federal Government and who have a need to access the information in the performance of their duties or activities;
 - (7) The U.S. Department of Justice ("DOJ") for its use in providing legal advice to the Bureau or in representing the Bureau in a proceeding before a court, adjudicative body, or other administrative body, where the use of such information by the DOJ is deemed by the Bureau to be relevant and necessary to the advice or proceeding, and in the case of a proceeding, such proceeding names as a party in interest:
 - (a) The Bureau;
 - (b) Any employee of the Bureau in his or her official capacity;
 - (c) Any employee of the Bureau in his or her individual capacity where DOJ has agreed to represent the employee; or
 - (d) The United States, where the Bureau determines that litigation is likely to affect the Bureau or any of its components;
 - (8) A court, magistrate, or administrative tribunal in the course of an administrative proceeding or judicial proceeding, including disclosures to opposing counsel or witnesses (including expert witnesses) in the course of discovery or other pre-hearing exchanges of information, litigation, or settlement negotiations, where relevant or potentially relevant to a proceeding, or in connection with criminal law proceedings;
 - (9) A grand jury pursuant either to a federal or state grand jury subpoena, or to a prosecution request that such record be released for the purpose of its introduction to a grand jury, where the subpoena or request has been specifically approved by a court. In those cases where the Federal Government is not a party to the proceeding, records may be disclosed if a subpoena has been signed by a judge;

- (10) Appropriate agencies, entities, and persons to the extent necessary to secure information relevant to the Bureau's external affairs activities, including external contacts with the media, non-profits, academia, and the private sector;
- (11) Members of the media, federal, state, and local government officials or other recipients of the Bureau's external affairs communications to inform them about attendees and invited guests of the Bureau media events and press briefings; and
- (12) To the public, members of the media, federal, state, and local government officials, or other recipients of Bureau reports, viewers of the Bureau's Web site, blog postings, and other social media, and recipients of other public relations materials issued by the Bureau about the activities of the Bureau.

(13)

POLICIES AND PRACTICES FOR STORING, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF RECORDS IN THE SYSTEM:

STORAGE:

Paper and electronic records.

RETRIEVABILITY:

Records are retrievable by the name of the individual or organization, date of event or date of received inquiry or request, or assigned file number, email address or by some combination thereof.

SAFEGUARDS:

Access to electronic records is restricted to authorized personnel who have been issued non-transferrable access codes and passwords. Other records are maintained in locked file cabinets or rooms with access limited to those personnel whose official duties require access.

RETENTION AND DISPOSAL:

The Bureau will maintain electronic and paper records indefinitely until the National Archives and Records Administration (NARA) approves the Bureau's records disposition schedule.

SYSTEM MANAGER(S) AND ADDRESS:

Bureau of Consumer Financial Protection, Media Relations Officer, 1700 G Street NW., Washington, DC 20552.

NOTIFICATION PROCEDURE:

Individuals seeking notification and access to any record contained in this system of records, or seeking to contest its content, may inquire in writing in accordance with instructions appearing in Title 12, Chapter 10 of the CFR, "Disclosure of Records and

Information". Address such requests to: Chief Privacy Officer, Bureau of Consumer Financial Protection, 1700 G Street NW., Washington, DC 20552.

RECORD ACCESS PROCEDURES:

See "Notification Procedures" above.

CONTESTING RECORD PROCEDURES:

See "Notification Procedures" above.

RECORD SOURCE CATEGORIES:

Information in this system is obtained directly from the individual who is the subject of these records, and/or the agency or organization that the individual represents; and the Bureau staff involved in the external affairs operations.

EXEMPTIONS CLAIMED FOR THE SYSTEM:

None.