



Privacy Act of 1974
System of Records Notice
U.S. RAILROAD RETIREMENT BOARD

Name	RRB-55: Contact Log
<i>Federal Register</i>	12-27-2007 Vol. 72, No. 247. pp. 73530-31
<i>Effective Date</i>	2-5-2008
<i>System Location</i>	U.S. Railroad Retirement Board, 844 North Rush Street, Chicago, Illinois 60611-2092
<i>Security Classification</i>	None.
<i>Categories of Individuals Covered by the System</i>	Annuitants, their representatives and other recipients of railroad retirement, survivor, disability, Medicare and supplemental annuities payable under the Railroad Retirement Act (RRA) and individuals receiving or applying for unemployment or sickness insurance benefits payable under the Railroad Unemployment Insurance Act (RUIA).
<i>Categories of Records in the System</i>	The Railroad Retirement Board (RRB) claim number, social security number of the annuitant/claimant, annuitant's name, contact name (if different from the annuitant), telephone number of the contact, name and office code of the RRB employee who submitted the contact, and the entered contact record.
<i>Authority for Maintenance of the System</i>	Section 7(b)(6) of the Railroad Retirement Act (RRA) of 1974 (45 U.S.C. 231f(b)(6)); and Section 12(l) of the Railroad Unemployment Insurance Act (RUIA) (45 U.S.C. 362(1))
<i>Purpose(s)</i>	The Contact Log records, maintains and displays RRA and RUIA activities associated with customer initiated contacts with the RRB. It is used by RRB customer service staff to ensure public inquiries are handled efficiently.
<i>Routine Uses of Records Maintained in the System, Including Categories of Users and Purposes of Such Uses</i>	<ul style="list-style-type: none">a. Beneficiary identifying information may be disclosed to third party contacts to determine whether the beneficiary or potential beneficiary is capable of understanding and managing their benefit payments in their own best interest and to determine the suitability of a proposed representative payee.b. Disclosure of information concerning the annuitant/claimant may be made to the representative payee on the record for the annuitant.c. Records may be disclosed in response to a request for discovery or for the appearance of a witness, to the extent that what is disclosed is relevant to the subject matter involved in a pending judicial or administrative proceeding and provided that the disclosure would be clearly in the furtherance of the interest of the subject individual.d. Records may be disclosed in a proceeding before a court or



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adjudicative body to the extent that they are relevant and necessary to the proceeding and provided that the disclosure would be clearly in the furtherance of the interest of the subject individual.

e. Disclosure of records concerning the annuitant/claimant may be made to the attorney representing the annuitant/claimant, upon receipt of a written letter or declaration of representation.

f. Records may be disclosed to the annuitant/claimant's railroad union representative(s) to the extent that what is disclosed is relevant to the subject matter involved in the union issue or proceeding and provided that the disclosure would be clearly in the furtherance of the interest of the subject individual.

Disclosure to Consumer Reporting Agencies

None.

Policies and Practices for Storing, Retrieving, Accessing, Retaining, and Disposing of Records in the System

Storage

Electronic media

Retrievability

Railroad retirement claim number, social security account number, or name.

Safeguards

Access to records in the contact log are controlled by: 1) NT authentication of all user logins; 2) encryption of data entered and transmitted by field service personnel; 3) maintained audit trail of user actions; 4) lock/unlock password system on network workstations; and, 5) role-based access.

Magnetic media: Computer system and computer storage rooms are restricted to authorized personnel; on-line query safeguards include a lock/unlock password system, a terminal oriented transaction matrix and an audit trail; for computerized records electronically transmitted between headquarters and field office locations, system securities are established in accordance with National Institute of Standards and Technology guidelines. In addition to the on-line query safeguards, they include encryption of all data transmitted and exclusive use of leased telephone lines.

Retention and Disposal

No records from this system will be disposed of pending a record schedule determination.

System Manager(s) and Address

Office of Programs—Director of Policy and Systems, U.S. Railroad Retirement Board, 844 North Rush Street, Chicago, Illinois 60611-2092.



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<i>Notification Procedure</i>	Request for information regarding an individual's record should be in writing addressed to the System Manager identified above, including the full name and social security number. Before information about any record is released, the System Manager will require the individual to provide proof of identity or require the requester to furnish an authorization from the individual to permit release of information.
<i>Record Access Procedure</i>	See Notification section above.
<i>Contesting Record Procedure</i>	See Notification section above.
<i>Record Source Categories</i>	Contact Log information is obtained from members of the public who contacted the RRB and to whom the record pertains.
<i>Exemptions Claimed for the System</i>	None.