

FHFA-7

SYSTEM NAME:

Mail, Contact, Telephone, and Other Lists.

SECURITY CLASSIFICATION:

None.

SYSTEM LOCATIONS:

Federal Housing Finance Agency, 400 7th Street SW, Washington, D.C. 20024; and any alternate work site utilized by employees of the Federal Housing Finance Agency (FHFA) or by individuals assisting such employees.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

Records contain information related to individuals, including FHFA employees, who submit to FHFA requests for information, subscriptions, guidance, informal advice, complaints, and assistance in any format, including but not limited to paper, telephone, and electronic submissions; FHFA employees and contractor personnel assigned to handle such submissions; and individuals who have registered for FHFA-related activities and events, such as FHFA-sponsored seminars, training programs, or compliance meetings and those who have so registered and responded to questionnaires, request forms, and evaluation or feedback forms.

CATEGORIES OF RECORDS IN THE SYSTEM:

Records may contain information relating but not limited to name, title, affiliation, mailing address, Social Security number mortgage loan number, mortgage and banking information, telephone numbers, including mobile and cellular, facsimile number, e-mail address, business affiliation, and other contact and related supporting information provided to FHFA by individuals, including FHFA employees, or derived from other sources covered by this system of records and not currently covered under an existing system of records notice.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

The Federal Home Loan Bank Act (12 U.S.C. 1421-1449) and Federal Housing Enterprises Financial Safety and Soundness Act of 1992 (12 U.S.C. 4501, *et seq.*), as amended by the Housing and Economic Recovery Act of 2008, Public Law No. 110-289, 122 Stat. 2654 (2008).

PURPOSE(S):

(1) To track and process submissions to FHFA for requests for information, subscriptions, guidance, informal advice, complaints, and assistance.

(2) To track and process registration for FHFA-related activities and events and any feedback and evaluations from such activities and events.

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

In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside FHFA as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

(1) When (a) it is suspected or confirmed that the security or confidentiality of information in the system of records has been compromised; (b) FHFA has determined that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, identity theft or fraud, or harm to the security or integrity of this system or other systems or programs (whether maintained by FHFA or another agency or entity) that rely upon the compromised information; and (c) the disclosure is made to such agencies, entities, and persons who are reasonably necessary to assist in connection with FHFA's efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

(2) Where there is an indication of a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether federal, state, local, foreign or a financial self-regulatory organization charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

(3) Records in this system may, in the discretion of FHFA, be disclosed to any individual during the course of any inquiry or investigation conducted by FHFA, or in connection with civil litigation, if FHFA has reason to believe that the individual to whom the record is disclosed may have further information about the matters related therein, and those matters appeared to be relevant at the time to the subject matter of the inquiry.

(4) A record or information in this system may be disclosed to any individual with whom FHFA contracts to reproduce, by typing, photocopy or other means, any record within this system for use by FHFA and its employees in connection with their official duties or to any individual who is utilized by FHFA to perform clerical or stenographic functions relating to the official business of FHFA.

(5) Records or information in records contained in this system may be disclosed to members of advisory committees that are created by FHFA or by Congress to render advice and recommendations to FHFA or to Congress, to be used solely in connection with their official, designated functions.

(6) Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

(7) To contractor personnel,, grantees, volunteers, interns, and others performing or working on a contract, service, grant, cooperative agreement, or project for FHFA.

DISCLOSURE TO CONSUMER REPORTING AGENCIES:

None.

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

STORAGE:

Records are maintained in electronic format, paper form, and magnetic disk or tape. Electronic records are stored in computerized databases. Paper and magnetic disk, or tape records are stored in locked file rooms or locked file cabinets.

RETRIEVABILITY:

Records may be retrieved by any of the following: e-mail address, name, or an assigned file number for the purpose of responding to the requestor. Information may additionally be retrieved by other personal identifiers.

SAFEGUARDS:

Records are safeguarded in a secured environment. Buildings where records are stored have security cameras and 24-hour security guard service. Access is limited to those individuals whose official duties require access. Computerized records are safeguarded through use of access codes and other information technology security measures.

RETENTION AND DISPOSAL:

Paper records and electronic media are retained in accordance with National Archives and Records Administration and FHFA Records Retention and Disposition Schedules. Disposal is by shredding or other appropriate disposal systems.

SYSTEM MANAGER(S) AND ADDRESS:

Federal Housing Finance Agency, 400 7th Street SW, Washington, D.C. 20024, and any alternate work site utilized by employees of the Federal Housing Finance Agency (FHFA) or by individuals assisting such employees.

NOTIFICATION PROCEDURE:

Direct inquiries to the Privacy Act Officer by mail at Federal Housing Finance Agency, 400 7th Street SW, Washington, D.C. 20024, or electronically at <https://www.fhfa.gov/AboutUs/FOIAPrivacy/Pages/Privacy.aspx> in accordance with the procedures set forth in 12 CFR part 1204.

RECORD ACCESS PROCEDURES:

Direct requests to the Privacy Act Officer by mail at Federal Housing Finance Agency, 400 7th Street SW, Washington, D.C. 20024, or electronically at <https://www.fhfa.gov/AboutUs/FOIAPrivacy/Pages/Privacy.aspx> in accordance with the procedures set forth in 12 CFR part 1204.

CONTESTING RECORD PROCEDURES:

Direct requests to the Privacy Act Appeals Officer by mail at Federal Housing Finance Agency, 400 7th Street SW, Washington, D.C. 20024, or electronically at <https://www.fhfa.gov/AboutUs/FOIAPrivacy/Pages/Privacy.aspx> in accordance with the procedures set forth in 12 CFR part 1204.

RECORD SOURCE CATEGORIES:

The information is provided by the individual and/or company making the request. Data may also be added pertaining to the fulfillment of the request. Information may also be obtained from other FHFA records systems.

EXEMPTIONS CLAIMED FOR THE SYSTEM:

None.