

This policy is the official policy for all Non-RMV users that access the Registry of Motor Vehicles' (RMV) System. A Non-RMV user is someone that is not a direct employee of the RMV. The RMV is committed to maintaining a secure system. Therefore, it is the responsibility of the user to read, understand, and follow this policy. A user who fails to follow this policy may result in termination of your System ID, criminal proceedings and/or \$5,000 fine per violation. You, as the user, have been granted access to the RMV system for the express purpose of fulfilling your job duties. All activity on your RMV System ID(s) is recorded, stored, monitored and audited.

RMV System ID(s) and Passwords

RMV System ID(s) is the term for an ID that allows users access to information contained in the RMV system, including Universal Access ID (UAID), ALARS Signon ID, Technical Service Operator (TSO) ID, Thin Client/ICA RMV System ID, among others.

The RMV System ID(s) controls the specific function(s) access that you are authorized to use. These functions are determined by your agency needs. The RMV System ID(s) and Password are for the exclusive use of the individual to whom they are assigned. The password associated with a RMV System ID(s) must not be divulged to another person. You are not permitted to use, or attempt to use, a RMV System ID(s) or password issued to another person. You must take all reasonable precautions to protect your RMV System ID(s) and password. You are personally responsible for all activity that occurs when your RMV System ID(s) is in use. This means that you will be held personally accountable for the money collected (if applies); the accuracy of any transaction performed; and any inquiry conducted using your RMV System ID(s) and Password. All transactions are official records of the RMV. If you suspect that a password has been compromised, you should contact RMV IS Security immediately at 857-368-7930. The system will automatically prompt you to change your password. Your RMV System ID will be deactivated if you do not change your password for 60 days or within 30 days of issuance of your RMV System ID. If your RMV System ID(s) get deactivated, you must contact your agency's RMV contact and they will need to re-complete a User Request form to get your RMV System ID reactivated.

It is a violation of RMV policy to leave your computers unattended with the RMV System ID(s) and passwords actively logged on. You must lock the computer or log off the RMV system before leaving your computer.

Data Confidentiality

The RMV system stores personal and confidential information. The Federal Driver Privacy Protection Act (DPPA) protects this information. The DPPA broadly defines personal information as information that identifies an individual, including an **individual's photograph, social security number, driver identification number, name, address, telephone number, and medical or disability information.** Specifically excluded from the definition of personal information is information on vehicular accidents, driving violations, and driver's status.

Personal information contained in RMV records must:

- not be visible to customers.
- be shredded or deposited into a locked shredder box when no longer needed.
- never be brought outside of the workplace, unless required to perform your job duties.
- not be used in furtherance of any illegal act, including violation of any criminal or civil laws, for any political purpose or for any commercial purpose.
- never be disseminated, unless such dissemination is required by your job duties.
- never be sold, bartered, charged a fee, or receive any other consideration for RMV System information.
- never knowingly obtain, disclose or use RMV System information for a purpose not permitted under 18 USC § 2721, you will be liable to the individual to whom the personal information pertains.
- never misrepresent his identity or makes a false statement in connection with any request for personal information with the intent to obtain personal information in a manner not authorized

Under no circumstances is it permissible for you to acquire access to the RMV system unless such access is required to perform your job duties. You may not attempt to gain or assist others in gaining unauthorized access to the RMV system.

I agree that the sole purpose for which I will access the RMV System is: **(must check one)**

- Insurance company, or an authorized agent or service carrier, and the records will be used to extent authorized in the safe driver insurance plan and for the purposes of complying with the requirements of MGL Chapter 90, §1A, 34A, 34B, and 34H pertaining to motor vehicle liability policies.
- Insurer or insurance support organization, a self-insured entity, or an agent, employee or contractor of such, and the records will be used in connection with claims investigation activities, anti-fraud activities, rating or underwriting.
- Federal, state, or local governmental agency, and the records will be used to carry out the official functions of such federal, state, or local governmental agency.
- Licensed constable, and the records will be used in making service of process in connection with civil, criminal, administrative, or arbitral proceeding in a court or before a government agency or self-regulatory body.
- Member of the Massachusetts Fleet Processing Center Association and the records will be used to perform the member's functions in connection with the Registration Processing Agreement.
- Private person or entity acting on behalf of a federal, state, or local governmental agency, and the records will be used to carry out the official functions of such federal, state, or local governmental agency.
- Law enforcement agencies and towing companies to be used in providing notice to owners (including lienholders) of towed or impounded vehicles

If you have any questions concerning this policy, please contact the MassDOT Legal Department at 857-368-8777.

Affirmation

I _____(print name) have read the policy and I agree to abide by the policy described above. I understand that this official policy applies to all RMV System access and all RMV System ID(s) issued to me. I understand that I am accountable for my actions while using the RMV System, that I am expected to use reasonable judgment when applying this policy to my job duties, and that I understand that all my transactions are recorded, stored, monitored and audited. Violation of this policy may be result in termination of your System ID, criminal proceedings and/or \$5,000 fine per violation.

Signature: _____

Agency Name: _____

RMV System ID: _____ Date: _____

For verification purposes,
please list the last 4 digits of your SSN: _____ or last 4 digits of Driver License #: _____ State: _____

THIS POLICY MUST BE SIGNED AND RETURNED WITHIN 15 DAYS OR YOUR RMV SYSTEM ID WILL BE DEACTIVATED.

ONLY ORIGINAL SIGNATURES WILL BE ACCEPTED.

RETURN POLICY TO:

**RMV IS SECURITY
25 NEWPORT AVE EXTENSION
QUINCY, MA 02171**

*The RMV reserves the exclusive right to alter or amend this document at any time.
This document is a public record.*