

FTC-IV-1

System Name:

Correspondence Control System -- FTC.

Security Classification:

Not applicable.

System Location:

Federal Trade Commission, 6th Street and Pennsylvania Avenue, NW., Washington, DC 20580.

Regional Offices:

Atlanta Regional Office, 1718 Peachtree Street, NW., Room 1000, Atlanta, Georgia 30367.

Boston Regional Office, 10 Causeway Street, Room 1184, Boston, Massachusetts 02222-1073.

Chicago Regional Office, 55 East Monroe Street, Suite 1437, Chicago, Illinois 60603.

Cleveland Regional Office, 668 Euclid Avenue, Suite 520-A, Cleveland, Ohio 44114.

Dallas Regional Office, 100 N. Central Expressway, Suite 500, Dallas, Texas 75201.

Denver Regional Office, 1405 Curtis Street, Suite 2900, Denver, Colorado 80202-2393.

Los Angeles Regional Office, 11000 Wilshire Boulevard, Suite 13209, Los Angeles, California 90024.

New York Regional Office, 150 William Street, Suite 1300, New York, New York 10038.

San Francisco Regional Office, 901 Market Street, Suite 570, San Francisco, California 94103.

Seattle Regional Office, 915 Second Avenue, 2806 Federal Building, Seattle, Washington 98174.

Categories of Individuals Covered by the System:

Individuals who communicate with the Commission to complain about the business practices of a company or individual or request assistance in resolving a problem; individuals who, at the time the records are added to the system, are Commission employees assigned to process or respond to correspondence.

Categories of Records in the System:

Name and address of the individual who communicates with the Commission. The individual's letter and supporting documents (sometimes including social security and credit card numbers and other personal information). Information extracted from those letters and supporting documents. Name and employee identification number of staff member assigned to process or respond to letter.

Authority for Maintenance of the System:

Federal Trade Commission Act.

Purpose(s):

To maintain records of complaints and inquiries to enable the Commission to track and respond to correspondence; to identify consumer problems and issues that may lead to law enforcement investigations and litigations; to be incorporated into law enforcement investigations and litigations (when used in connection with law enforcement activities, also becomes part of System I-1, Investigational, Legal and Public Records); and to be abstracted to provide statistical data on the number and types of correspondence received by the agency.

Routine Uses of Records Maintained in the System, Including Categories of Users and The Purposes of Such Uses:

In addition to the disclosures generally permitted under 5 *U.S.C. 552a*(b), and the disclosure provisions described in Appendix I of this notice, records or information in these records may be specifically disclosed pursuant to 5 *U.S.C. 552a*(b)(3) as follows, provided that no routine use specified either herein or in Appendix I shall be construed to limit or waive any other routine use:

(1) May be referred to person, partnership, or corporation complained about or made available or referred to federal, state, or local government authorities for law enforcement purposes.

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

Storage:

Stored in file folders and on magnetic disks and tape.

Retrievability:

Indexed by consumer's name, correspondence number, company complained about, FTC office receiving complaint, name of staff member assigned to the correspondence.

Safeguards:

Hardcopy records maintained in lockable rooms and cabinets and access to computerized records controlled by "user id" and password combination. Access restricted to those agency personnel whose responsibilities require access.

Retention and Disposal:

Letters retained for minimum of one year; automated information retained indefinitely.

System manager and address:

Supervisor, Information Management Branch, Information Management & Dissemination Division, Federal Trade Commission, 6th Street and Pennsylvania Avenue, NW., Washington, DC 20580.

Notification procedure; record access procedure; and contesting record procedure:

See Appendix II.

Record source categories:

Individual about whom record is maintained and agency staff assigned to handle the correspondence.