

**SYSTEM NAME AND NUMBER:** Accounts Receivable Files, 0702.34 AAFES.

**SECURITY CLASSIFICATION:** Unclassified

**SYSTEM LOCATION:** Headquarters, Army and Air Force Exchange Service (Exchange), 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598.

**SYSTEM MANAGER(S):** Director/Chief Executive Officer, Army and Air Force Exchange Service, 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598; 800-527-6790.

**AUTHORITY FOR MAINTENANCE OF THE SYSTEM:** 10 U.S.C. 7013, Secretary of the Army; 10 U.S.C. 9013, Secretary of the Air Force; Federal Claims Collection Act of 1966 (Pub.L. 89-508, as amended) and Debt Collection Act of 1982 (Pub.L. 97-365, as amended), as amended by the Debt Collection Improvement Act of 1996 (Pub.L. 104-134, section 31001) as codified in 31 U.S.C. §3711, Collection and Compromise; 31 CFR 285.11, Administrative Wage Garnishment; DoD Instruction 1330.21, Armed Services Exchange Regulations; DoD 7000.14-R, Department of Defense Financial Management Regulation Volume 13; “Nonappropriated Funds Policy” and Volume 16: “Department of Defense Debt Management”; Army Regulation 215-8/Air Force Instruction 34-211(I), Army and Air Force Exchange Service Operations; and E.O. 9397 (SSN), as amended.

**PURPOSE(S) OF THE SYSTEM:** To determine an individual’s credit worthiness, monitor account activity, process account purchases, payments and/or collections, answer patron’s questions about their account, determine indebtedness and eligibility to cash checks at Exchange facilities, administer and respond to questions about the Federal Claims Collection Act, and post to Exchange Accounts Receivable and audit results.

**CATEGORIES OF INDIVIDUALS COVERED BY THE SYTEM:** Authorized patrons of the Army and Air Force Exchange Service and potential or past patrons determined by regulation. Patrons include individuals who are members of the uniformed services (active, retired, veteran), dependents of any such member, and other individuals granted privileges as delineated in DoD Instruction 1330.21 Armed Service Exchange Regulation or as mandated by new regulations.

**CATEGORIES OF RECORDS IN THE SYSTEM:** Individual’s full name, Social Security Number (SSN), DoD ID Number, date of birth, gender, home and work addresses, personal e-mail address, telephone numbers (home, mobile, work), number of dependents, military branch of service, pay grade, and ETS/EOS date, bank and saving account numbers, bank names, Magnetic Ink Character Recognition Number (MICR), Exchange credit account number, monthly salary, other monthly income; name of spouse, spouse’s monthly income and spouse’s SSN; representative’s name, address and telephone number; authorized user’s names, address, SSN, date of birth, gender, and relationship to account holder; returned checks, transaction data including items purchased, ATM/Debit/Credit card numbers and receipts; salary/travel advances; military commander’s name and business address; pecuniary liability

claims; pay adjustment authorizations; and account statements.

**RECORD SOURCE OF CATEGORIES:** The individual, his/her employer, law enforcement investigative agencies, banking facilities, consumer reporting agencies, and sources that furnish information regarding individual's credit. Additional sources may be collected from correspondence between the Exchange and vendors.

**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 of 1974, as amended, these records contained herein may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

- a. To the Department of the Treasury, and a debt collection agency with which the United States has contracted for collection services to recover debts owed to the United States.
- b. To any employer (person or entity) that is not considered an agency of the Federal Government that employs the services of others and that pays their wages or salaries for the purpose of collection of delinquent nontax debts owed to the United States.
- c. To consumer reporting agencies as defined in the Fair Credit Reporting Act (15 U.S.C. 1681a(f)) or in accordance with 3(d)(4)(A)(ii) of the Federal Claims Collection Act of 1966 as amended (31 U.S.C. 3701(a)(3) for the purpose of encouraging the repayment of an overdue debt, the amount, status and history of overdue debts, the name and address, taxpayer identification (SSN), and other information necessary to establish the identity of a debtor, the agency and program under which the claim arose, may be disclosed pursuant to 5 U.S.C. 552a(b)(12).
- d. To contractors, grantees, experts, consultants, students, and others performing or working on a contract, service, grant, cooperative agreement, or other assignment for the federal government when necessary to accomplish an agency function related to this system of records.
- e. To designated officers and employees of Federal, State, local, territorial or tribal, international, or foreign agencies maintaining civil, criminal, enforcement, or other pertinent information, such as current licenses, if necessary to obtain information relevant and necessary to a DoD Component decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant, or other benefit.
- f. To contractors whose employees require suitability determinations, security clearances, and/or access to classified national security information, for the purpose of ensuring that the employer is appropriately informed about information that relates to and/or may impact a particular employee or employee applicant's suitability or eligibility to be granted a security clearance and/or access to classified national security information.
- g. To foreign or international law enforcement, security, or investigatory authorities to comply with requirements imposed by, or to claim rights conferred in, international agreements and

arrangements, including those regulating the stationing and status in foreign countries of DoD military and civilian personnel.

h. To appropriate Federal, State, local, territorial, tribal, foreign, or international agencies for the purpose of counterintelligence activities authorized by U.S. law or Executive Order, or for the purpose of executing or enforcing laws designed to protect the national security or homeland security of the United States, including those relating to the sharing of records or information concerning terrorism, homeland security, or law enforcement.

i. To complainants and/or victims to the extent necessary to provide such persons with information and explanations concerning the progress and/or results of an investigation or case arising from the matters of which they complained and/or of which they were a victim.

j. To the appropriate Federal, State, local, territorial, tribal, foreign, or international law enforcement authority or other appropriate entity where a record, either alone or in conjunction with other information, indicates a violation or potential violation of law, whether criminal, civil, or regulatory in nature.

k. To any component of the Department of Justice for the purpose of representing the DoD, or its components, officers, employees, or members in pending or potential litigation to which the record is pertinent.

l. In an appropriate proceeding before a court, grand jury, or administrative or adjudicative body or official, when the DoD or other Agency representing the DoD determines that the records are relevant and necessary to the proceeding; or in an appropriate proceeding before an administrative or adjudicative body when the adjudicator determines the records to be relevant to the proceeding.

m. To the National Archives and Records Administration for the purpose of records management inspections conducted under the authority of 44 U.S.C. §§ 2904 and 2906.

n. To a Member of Congress or staff acting upon the Member's behalf when the Member or staff requests the information on behalf of, and at the request of, the individual who is the subject of the record.

o. To appropriate agencies, entities, and persons when (1) the DoD suspects or has confirmed that there has been a breach of the system of records; (2) the DoD has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, the DoD (including its information systems, programs, and operations), the Federal Government, or national security; and (3) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with the DoD's efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm.

p. To another Federal agency or Federal entity, when the DoD determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) 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.

**POLICIES AND PRACTICES FOR STORAGE OF RECORDS:** Records are maintained in paper and electronic storage media, in accordance with the safeguards mentioned below.

**POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:** The records are retrieved primarily by individual's name, SSN, Military Unit Identification Code (UIC), DoD ID Number, Magnetic Ink Character Recognition Number (MICR), e-mail address, or credit card number.

**POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:** System records are retained and disposed of according to the National Archives and Records Administration (NARA) and the General Services Administration (GSA) regulations. Records are cut off at the close of the fiscal year in which the case is paid in full ONLY; the records are destroyed 10 years after the cutoff. Paper records are shredded, and electronic records are destroyed by erasing/reformatting media content.

**ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:** Records are maintained in a controlled facility. Physical entry is restricted by the use of locks, guards, and is accessible only to authorized personnel. Access to records is limited to person(s) with an official "need to know" who are responsible for servicing the record in performance of their official duties. Persons are properly screened and cleared for access. Access to computerized data is role-based and further restricted by passwords, which are changed periodically. Credit card information is also subject to the Data Security Standards (DSS) promulgated by the Payment Card Industry (PCI) Security Council.

**RECORDS ACCESS PROCEDURES:** Individuals seeking access to information about themselves contained in this system should address written inquiries to the Director/Chief Executive Officer, Army and Air Force Exchange Service, Attention: Privacy Manager, 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598.

Signed written requests should include the individual's full name, telephone number, street or mailing address e-mail address, case number that appeared on correspondence received from the Exchange if applicable, name and number of this system of records notice, and signature.

In addition, the requester must provide either a notarized statement or an unsworn declaration made in accordance with 28 U.S.C. 1746, in the following format:

If executed outside the United States: "I declare (or certify, verify, or state) under penalty of perjury under the laws of the United State of America that the foregoing is true and correct. Executed on (date). (Signature)."

If executed within the United States, its territories, possessions, or commonwealths: "I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date). (Signature)."

**CONTESTING RECORD PROCEDURES** The Army's rules for accessing records, contesting contents, and appealing initial agency determinations are contained in 32 CFR part 505, the Army Privacy Program and AR 25-22, The Army Privacy Program, or may be obtained from the system manager.

**NOTIFICATION PROCEDURES:** Individuals seeking to determine if information about themselves is contained in this system should address written inquiries to the Director/Chief Executive Officer, Army and Air Force Exchange Service, Attention: Privacy Manager, 3911 S. Walton Walker Boulevard, Dallas, TX 75236-1598.

Signed, written requests should contain the individual's full name, telephone number, street or mailing address, e-mail address, case number that appeared on correspondence received from the Exchange if applicable, name and number of this system of records notice, and signature.

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If executed within the United States, its territories, possessions, or commonwealths: "I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct. Executed on (date). (Signature)."

**EXEMPTIONS PROMULGATED FOR THE SYSTEM:** None

**HISTORY:** November 04, 1999, 64 FR 60178. This system of records notice supersedes all versions previously published in the Federal Register.