

## **RSA's Security and Privacy Objectives**

**Policy: RSA-ISS-1.0.2**

**Implemented: May 2009**

**Reviewed: August 2018**

We recognize and respect your desire for security and privacy when it comes to your retirement and healthcare needs. We make every effort to protect online information according to established RSA security practices, industry best practices, Healthcare Privacy Laws (HIPPA) and Alabama law.

The information we collect for each retirement plan administered by the RSA is limited to what we believe is necessary to conduct business; to manage your records, accounts and funds; to comply with laws and regulations; and to understand your retirement needs so that we can provide you with superior service.

RSA administers the Public Education Employees Insurance Plan (PEEHIP) in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) where applicable. The official PEEHIP privacy notice is located on the PEEHIP section of the RSA website.

<http://www.rsa-al.gov/PEEHIP/HIPAA/Health%20Insurance%20Portability%20and%20Accountability%20Act.pdf>

### **Correspondence with the RSA and Supported Plans (TRS, ERS, JRF, RSA-1, PEEHIP)**

When corresponding via e-mail or any other form of electronic messaging with the RSA, it is not necessary to provide us with sensitive information such as your "full" Social Security Number or Credit Card Number. Messages sent via the Internet may pass through private and public networks with varying levels of security. Some networks may have taken steps to secure message transmissions while others have not, thereby compromising the privacy and integrity of a message. A message intended to only to be read by a member of the RSA staff could be viewed by an unauthorized party.

### **Solicitation of Personal Information**

An RSA member should never respond to an unsolicited e-mail, text message, or phone call requesting they provide personal information to verify information about their retirement account or to re-activate an online account. The RSA does not contact members via e-mail or phone to verify or request security information. If you receive such a fraudulent request, please do not respond; email us at [service.desk@rsa-al.gov](mailto:service.desk@rsa-al.gov).

If you believe information about your retirement has been compromised, please contact us immediately at [1-800-517-0020](tel:1-800-517-0020) or [334-517-7000](tel:334-517-7000).

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## **Updates to the Statements**

The RSA may revise or update Privacy and Security Statement in the future to reflect changes in technology and law, and we encourage you to return to this page from time to time for any updates.

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If you have personal or confidential information to relay to RSA or have general security questions, please call us at *1-800-517-0020* or *334-517-7000*.