

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.

If you believe information about your retirement has been compromised, please contact us immediately at [1-877-517-0020](tel:1-877-517-0020) or [334-517-7000](tel:334-517-7000).

Web Linking Statement

The RSA provides links to web sites that are not controlled, maintained, or regulated by the State of Alabama or any organization affiliated with the State of Alabama, and as such the State of Alabama is not responsible for the content of those Web sites. Use of information obtained from those Web sites is voluntary, and reliance on that information should only be undertaken after an independent review of its accuracy. References at those Web sites to any specific commercial product, process, or service by trade name, trademark, or otherwise does not constitute or imply endorsement, recommendation, or favoring by the State of Alabama.

In the event you discover problems with or have concerns regarding the format, accuracy, timeliness or completeness of a linked external Web site, please contact the RSA.

Translation Disclaimer Statement

Translations of the State of Alabama's web sites are made through an automated/computerized process powered by Google translation services. Computerized translations are only an approximation of the Web site's original content. The translation should not be considered exact and in some cases may include incorrect or offensive language. Neither the State of Alabama nor any agency, officer, or employee of the State of Alabama warrants the accuracy, reliability, or timeliness of any information translated by this system and shall not be liable for any losses caused by such reliance on the accuracy, reliability, or timeliness of such information. While every effort is made to ensure the accuracy of the translation, portions may be incorrect. Any person or entity who relies on information obtained from the system does so at his or her own risk.

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.

Use Disclaimer

The information on this website is made available for the convenient access of our members. While the RSA makes every attempt to ensure the information provided is reliable, human or mechanical error remains a possibility. Therefore, the RSA does not guarantee the accuracy, completeness, timeliness, or correct sequencing of information, and will not be held responsible for any errors or omissions, or for the use of, or results obtained from the use of, the information.

If you have personal or confidential information to relay to RSA or have general security questions, please call us at [1-877-517-0020](tel:1-877-517-0020) or [334-517-7000](tel:334-517-7000).