

**1. Who are the Risk Management staff and what security precautions have they setup to prevent someone from stealing/hacking this personal information?**

The Chairman of the LSA Risk Management Committee is the only person in LSA with access to sensitive risk management information. The LeagueOne System Admin also has access so that they can provide support. If the Chairman receives a negative report that appears to fit the criteria for disqualification, the 3 remaining members of the Committee are notified and the report is further analyzed. The Chairman of the Committee forwards the information to the other Committee members and references the individual only by a case #. The name of the applicant is only revealed at the time that they file an appeal of a disqualification with the LSA Executive Committee. If the Committee recommends disqualification, the applicant is notified and given an opportunity to appeal.

**2. How many people are involved and how do they handle the information?**

See above.

**a. Do they print the forms out and leave them on a desk for anybody to see and copy?**

**If they print the forms out, do they shred the forms when they are finished?**

There are no paper forms. The data submitted by the applicant is retained within LeagueOne until it is sent to BackgroundChecks.com.

**b. Does the computer they are using to access the secure server have the proper firewall, virus protection and is it updated. (Is someone logging into the secure server from home to do the background check? A hacker could obtain the login and password used for the secure server from a non-secure computer? Does this home/office computer have the proper network security software installed to prevent someone from hacking into it?) One weak link can expose this personal information to identity theft.**

The Chairman can access the data from his home computer which is setup with the latest version of Norton SystemWorks with a firewall installed and set for automatic updates.

**3. How do they perform the background check?**

The Chairman of the Risk Management Committee puts the name of the potential applicants in a batch spreadsheet containing last name, first name and date of birth. This spreadsheet is sent to BackgroundChecks.com via email. BackgroundChecks.com is one of the largest background checking businesses in the United States. The batch information is upload into the LSA account for processing. Once the batch is processed, the Chairman receives an email that his batch is complete and ready for his review. He then can login in to the website and view the search results.

**4. Who maintains the secure server and what type of qualification does this person have? (Is the secure server properly maintained?)**

LeagueOne is a product of The Active Network, Inc. (Active). Active is the largest company in the recreational sports space (over 1,000 employees) and has a dedicated system administration team that manages servers and security protocols in its data centers. They are also compliant with security standards for the Payment Card Industry (PCI) Data Security Standard, an internationally-recognized, best practices standard for credit cardholder data security. For service providers like Active, who store, process and transmit cardholder data, compliance certification with the PCI Data Security Standard represents a significant commitment to industry security standards, supported by all major credit card associations. To achieve compliance for the PCI Data Security Standard, Active enrolled in Ambiron Trust Wave's TrustKeeper™ remote Compliance Program. Through the program, our policies, procedures and technical systems were evaluated, and tested.

Servers are stored in a secured, reinforced bunker with battery backup and redundant diesel generators. Only specific personnel are allowed to enter the computer room that is secured by biometric scan and magnetic card. Servers are updated monthly with the pertinent security patches released by the operating system's manufacturer. All hardware environments (Web, App and Db) are architected for redundancy by either being part of a balanced server farm or a Active-Passive cluster.

**5. Where is the secure server located? (Is it located where anybody could have access to it? Most companies will have their secure server in a locked room with restricted access to limited personal.)**

LeagueOne servers are maintained in a secured Data Center by Savvis. The data center is a Tier-1 data center that also houses servers from Yahoo, Google and a number of banks. Access to the facility is restricted using biometric scanners that read your palm print. Their servers are protected by a SonicWall firewall that restricts access to only a handful of TCP/IP ports that are required for operation of the service. They subscribe to the SonicWall Intrusion Prevention service that provides constant updates on internet risks as they unfold. The servers are well maintained with current patches and security updates. The combination of physical security, firewall protection and server maintenance protects our servers.

BackgroundCheck.com servers are stored in a secured, reinforced bunker with battery backup and redundant diesel generators. Only specific personnel are allowed to enter the computer room that is secured by biometric scan and magnetic card. Servers are updated monthly with the pertinent security patches released by the operating system's manufacturer. All hardware environments (Web, App and Db) are architected for redundancy by either being part of a balanced server farm or a Active-Passive cluster.

**6. How does Louisiana Soccer Association dispose of failed hard drives? Do they just throw**

**them in the trash?**

LSA does not store any of the information on its hard drives. Computers or drives disposed of by LSA are wiped clean by a magnetic device and reformatted, if still operating, by LSA's IT consultant.

**7. How will Louisiana Soccer Association dispose of this secure server when it is replaced?**

Servers are managed by Active/LeagueOne or BackgroundChecks.com not LSA. Hard drives on obsolete servers are wiped clean using a magnetic device that switches all bits to 0.

**8. How long will Louisiana Soccer Association maintain this information on their secure server. (Will I have to worry about someone stealing my information after I have quit coaching soccer?)**

Reports that are run by BackgroundChecks.com are kept indefinitely. However, most reports (except MVR and Credit) are composed of Public Record data. No personally identifiable, private information is stored in these instances. Only records that require LSA to conduct further investigation are downloaded to an LSA computer so as to provide a record for conducting a hearing or supporting a disqualification. As LSA requires coaching applicants to annually resubmit information and runs background checks at two year intervals, LeagueOne has set a three year archive limit.

**9. Just because someone calls it a secure server does not mean it is secure.**

See #5 above. LSA does not maintain the information on its computers.

**10. If someone were to steal/hack the information provided on the coaches background form, is LSA required to notify the coaches that their personal information has been stolen?**

Louisiana Revised Statutes Title 51, Section 3072, et seq., requires a person in possession of third party personal information to notify an individual if there has been a breach of security which is reasonably believed to have resulted in personal information having been acquired by an unauthorized person.

**11. Will LSA offer some type of assistance if someone were to commit identity theft?**

To the extent required or allowed by law, LSA will assist an individual if LSA is at fault in the theft of someone's personal information.