

Low-Income Fare Trial (LIFT)

Privacy Statement

In addition to offering discounts on Metro and bus, the Low-Income Fare Trial (LIFT) will help DC Government learn how these discounts affect the way you get around, as well as your employment, income, family, health, and home energy use. It's important that you understand and agree to how DC Government agencies, their contractors, and partners (collectively "the District," "we," and "us") will use and share your data before you sign and submit your application.

1. Information we receive from you

Signing up	We collect information about you and your household when you fill out an application form and when you provide documentation. Personal information may include: - name, - date of birth, - Social Security Number, A-number, or student ID number - contact information, - demographics, - SmarTrip card number, and - answers to questions about how you get around.
Social Security Number (SSN)	We requested your Social Security Number (SSN) in the application form under the authority of 42 U.S.C. § 405(c)(2)(C)(i). You must report your SSN, if you have one, to take part in LIFT. We will use your SSN as an identifier throughout your participation in LIFT. We will use the information we gather using your SSN to administer LIFT and analyze its outcomes.
Communicating with us via text message, phone, or email	We may collect your name, contact information, and any other personal information you choose to share when you reach out to us for support, give us feedback, or otherwise interact with us.
Completing surveys	When you complete voluntary surveys, we collect information to verify your identity, including your name, social security number, and contact information. We'll also ask you questions about how you get around, your employment, income, family, health, and energy use.

2. Information provided by others

Companies who provide services for the District	We may work with third parties to contact you about LIFT by mail, text message, phone, and email. They'll provide us with information about your responses to our messages.
Consumer reports and the Fair Credit Reporting Act (FCRA)	We will request consumer reports for everyone taking part in LIFT. The consumer report will include credit and employment information. We'll use this information to evaluate LIFT's impact on income and employment. The Fair Credit Reporting Act protects the information in your consumer report. Learn about your rights at consumerfinance.gov/learnmore.
Other government agencies and private companies that provide public services	The following entities may provide information about you and your household members needed to help us evaluate LIFT: - Department of Employment Services (DOES) - Department of Energy and Environment (DOEE) - Department of Health Care Finance (DHCF) - Department of Human Services (DHS) - Office of the State Superintendent of Education (OSSE) - Washington Metropolitan Area Transit Authority (WMATA) - PEPCO - Washington Gas Examples of the type of information the agencies may provide about you and your household members include: - name, - address, - date of birth, - social security number or A-number, - employment, income, and job-search activity - medical care, - school attendance, - household's energy use, - use of District services, including food, cash, and medical assistance files maintained by the Department of Human Services, Economic Security Administration and other agencies - SmarTrip card transactions, and - use of Metrorail, Metrobus, and regional bus partners.

3. How we use your information

To confirm your eligibility	• Make sure that you are eligible to participate in LIFT • Confirm who you are
To serve you	• Send you a LIFT SmarTrip card and/or gift card(s) • Reach out to you for additional information via email, mail, text, or phone call • Answer your questions and resolve disputes • Personalize your experience
To study our service	• Evaluate how this program affects you and other District residents • Conduct research, including by partnering with academic institutions • Combine and anonymize information about you to create aggregate, anonymized statistics for use in research
To improve our service	• Create new programs or update and improve existing programs for District residents • Improve our services by analyzing how they are used

4. How we share your information

When we share your information, it may no longer be protected by federal privacy laws, and we may not be responsible if a third party rediscloses your information. We will only share your data with third parties in the circumstances listed in this privacy statement. We will *not* share your data with advertisers or law enforcement, unless required to by law.

To contact you	We may share your contact information with third parties to contact you about LIFT by mail, text message, and phone. We'll only share the information they need to contact you about LIFT.
To confirm your eligibility	We may share your SmarTrip card number with WMATA to confirm that you are not already receiving a senior, disability, or student discount on Metro or bus.
For research	We may share information with third parties—such as academic institutions, government, and non-profit organizations—for research purposes or to publish academic or policy-related materials. We only share information in a way that would not allow you to be identified.

5. How we protect your information

We will treat your data as confidential and protected information, meaning we will store your data securely and will use it for only the purposes described in this privacy statement.

When we access and transfer your data	• We will only store and access your data on encrypted computers. • We will never email your data, post it online, or make it available through unencrypted channels. • If your data is transferred via flash drive, the data will be deleted immediately from the flash drive after the transfer is complete and the deletion will be confirmed by ensuring that the data does not appear in the trash or recycle bin of the flash drive. • Any data that is printed will be stored in a locked file cabinet and shredded when it is no longer needed.
When we publish findings	• Any research findings that we publish will not include names or personal information for you or any other participants. • Your consent is valid until we complete the evaluation of LIFT or until you withdraw your consent. Upon finishing the analysis, we will no longer access or use your information, and where possible, we'll dispose of your data entirely.

6. Your rights

Change your mind at any time	• You can change your mind about participating in LIFT and withdraw your consent for us to use your data at any time. Contact DOEE at 202-304-1975 or lift@dc.gov to let us know. • If you decide not to participate anymore, your LIFT SmarTrip card will stop working. • Any data we collect <i>before</i> we receive your request may still be used in an evaluation of LIFT.
Still receive benefits you would normally	Whether you decide to participate in LIFT will not affect the benefits and services you would normally receive from DOEE or other District agencies.
Receive a copy of your data	You may request a copy of the information about you described in this statement by calling 202-304-1975 or emailing lift@dc.gov .
Ask questions	You may ask any questions you have about LIFT or your rights as a participant in LIFT by contacting DOEE at 202-304-1975 or lift@dc.gov .