

Protection of Information & Appropriate Use of Technology Resources

The purpose of this document is to inform independent contractor licensed real estate sales associates of Coldwell Banker (“Broker”) policies regarding the protection of information and the acceptable use of Broker’s Technology Resources (“Broker’s Technology Resources”). Deviation from this policy creates risk and may result in disassociation from Broker.

Broker’s Technology Resources refers, but is not limited to, mainframe computers and terminals, networks and servers, desktop PC’s, laptops, personal digital assistant (PDAs), mobile phones, smart phones, printing devices, telephones, facsimile machines, voice mail, toll-free communications, and any other device capable of storing or transmitting information, including e-mail, instant messaging (IM), and Internet access provided by Broker. Any Broker Technology Resources that have been made available to you must be promptly returned to Broker upon your disassociation.

Protection. You are responsible for any Broker Technology Resources that are made available to you and to protect the associated data.

You must protect against unauthorized disclosure of confidential information or personally identifiable information (“PII”).

Confidential Information is information that Broker chooses to treat as proprietary and not to share or release for circulation beyond certain authorized individuals and it includes PII. PII is information that can uniquely identify someone. Specifically, PII is an individual’s name (the last name with the first name or first initial) combined with one or more of the following:

- Social Security number, taxpayer identification number, or an employer identification number that is the same or derived from the Social Security number of that individual
- Financial account number, or credit card or debit card number, combined with any required security code, access code, or password that would permit access to the individual’s account
- State driver’s license identification number or state resident identification number

PII may also include an individual’s address, telephone number, medical information, date of birth, insurance policy numbers, passwords and financial account numbers by themselves, biometric information, mother’s maiden name, professional license or permit numbers, telecommunications access codes and descriptions of an individual’s personal characteristics.

Prohibitions. Do not use Broker’s Technology Resources for:

- Illegal purposes, harassment, or disseminating sexually oriented messages, disparaging statements or language, and/or false or misleading information
- Promoting electronic “junk mail” – jokes, games, chain letters
- Disrupting brokerage services or equipment
- Sending PII that is not encrypted or password protected
- Attempting to circumvent security

- Violating any MLS or other trade association restriction or state licensing requirement
- Using the account of a real estate agent no longer associated with the Broker
- Any business purpose outside the scope of your Independent Contractor agreement, e.g. any separate commercial venture.

Also, do NOT remove or install any software on Broker's Technology Resources without Broker's express consent or duplicate any software for unlicensed business or personal use.

User IDs and Passwords. You must secure passwords to maintain confidentiality. You must not share user IDs and/or passwords. Any device set up to utilize a Broker issued email address, including a mobile device, must be password protected.

Trademarks, Patents and Copyrights: Downloading, reproduction of, posting and/or other use of software and/or other intellectual property owned by third parties is prohibited unless specific, written permission is obtained from the rights holder authorizing the intended use.

Security Breach. You must notify the help desk if you believe your password has been compromised. Any suspected security breach, theft or loss of equipment or exposure of confidential information or PII must be reported to the Branch Manager immediately.