



AGREEMENT FOR ACCESS TO RECORDS AND DATA MAINTAINED BY THE REGISTRY OF MOTOR VEHICLES

- ☐ New
☐ Renewal
☐ Revise

This agreement (hereinafter "Agreement") is made and entered into by and between the Massachusetts Department of Transportation, through its Registry of Motor Vehicles Division (hereinafter the "RMV"), a body politic and corporate, and public instrumentality of the Commonwealth, established and operating pursuant to M.G.L. c. 6C and

Legal Business Name: _____

DBA or Dept within Business: _____

its affiliates and/or subsidiaries or, (hereinafter the "REQUESTOR"). The Terms and Conditions of this Agreement shall be binding upon either party's legal successor.

Select Program(s) of access needed (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Bulk Data | <input type="checkbox"/> Insurance Agency |
| <input type="checkbox"/> Constable | <input type="checkbox"/> Insurance Company- IPM (Ins. Policy Management) |
| <input type="checkbox"/> Crash | <input type="checkbox"/> Insurance Company- SDIP (Safe Driver Insurance Plan) |
| <input type="checkbox"/> Driver Vehicle Data (DVD) | <input type="checkbox"/> Ignition Interlock Device (IID) |
| <input type="checkbox"/> Driver Verification System (DVS) | <input type="checkbox"/> Non-Renewal |
| <input type="checkbox"/> Electronic Lien and Title (ELT) | <input type="checkbox"/> Professional Driving School |
| <input type="checkbox"/> Electronic Vehicle Registration (EVR) | <input type="checkbox"/> Salvage Title |
| <input type="checkbox"/> Excise | <input type="checkbox"/> Towing |
| <input type="checkbox"/> General Business | |

Reason for Accessing RMV Data/Records (and what the data will be used for; please be as detailed as possible):

Registry of Motor Vehicles records accessed and/or obtained by the Requestor will be used solely and exclusively for the reasons indicated above, and for no other purpose.

RECITALS

WHEREAS, the RMV stores personal and confidential information protected by the federal Driver Privacy Protection Act (18 U.S.C. § 2721 et seq.) (Hereinafter "DPPA") in its database;

WHEREAS, the RMV is authorized under the DPPA to provide and/or allow access to records and data in its database containing personal and confidential information to permitted users for permissible purposes, as defined under the DPPA;

WHEREAS, the RMV has established a Database to maintain and provide access to such records and data;
WHEREAS, state and federal law, including the DPPA, protect personal information maintained in the records of the RMV;

WHEREAS, Requestor desires to obtain records and data which may contain personal information from the RMV;

WHEREAS, Requestor agrees that it is a permitted user of RMV records and data under the DPPA;

WHEREAS, the RMV requires that Requestor execute this written Agreement to ensure that records and data obtained from the RMV will be used only for permissible purposes, as set forth in the DPPA, and that personal information contained in said records will be safeguarded and protected before Requestor obtains access to said records and data;

WHEREAS, Section 7 of Chapter 81 of the Laws of 2022 make any information provided by or relating to the applicant for or holder of a Massachusetts Driver's License or Learner's Permit not a public record and protected from disclosure, except in accordance with Federal law and the provisions of 940 CMR 37.00;

NOW THEREFORE, in consideration of the foregoing recitals (which are hereby incorporated into and made an integral part of this Agreement), as well as the duties and obligations set forth in this Agreement, it is agreed by and between the parties as follows:

TERMS AND CONDITIONS

1. **Permitted Use:** Requestor hereby certifies that Requestor is permitted to obtain access to RMV data under the provisions of the DPPA as it is: **PICK FROM BELOW (CHECK ALL THAT APPLY):**

- ☐ A. An insurance company licensed by the Massachusetts Division of Insurance to write private passenger automobile policies in Massachusetts or an authorized agent or service carrier wherein the records and data will be used to the extent authorized in the Safe Driver Insurance Plan (SDIP) and for the purpose of complying with the requirements of M.G.L. c. 90, §§1A, 34A, 34B and 34H pertaining to motor vehicle liability policies;
- ☐ B. An insurer or insurance support organization, a self-insured entity or an agent, employee or contractor of such, wherein the records and data will be used in connection with claims investigation activities, anti-fraud activities, rating or underwriting;
- ☐ C. A private entity or individual acting on behalf of a federal, state or local governmental agency wherein the RMV's records and data are used to carry out the official functions of such federal, state, or local governmental agency;
Name of Agency*: _____ Phone: _____
Contact Person : _____ Email: _____
**If you are acting on behalf of multiple agencies/companies, please attach a list to this document with the above information.*
- ☐ D. Crash Program Businesses Only: For use in connection with a civil, criminal, administrative, or arbitral proceeding in a court or before a government agency or self-regulatory body or to effectuate service of process or for use in an investigation in anticipation of litigation, or the execution or enforcement of judgements and orders, or pursuant to an order of a Federal, state, or local court. The Requestor must be an attorney or law firm, constable, or licensed private investigative agency , and the professional's occupational license number must be provided.
Board of Bar Overseers or License #: _____

- ☐ E. A legitimate business, which in the normal course of business will use RMV data solely for the purpose of

verifying the accuracy of personal information submitted by an individual to the Requestor's, agents, contractors or employees;

- ☐ F. Crash Program Businesses Only: The Requestor is an employer, or its agent or insurer and the records will be used to obtain or verify information relating to a holder of a commercial driver's license that is required under Chapter 313 of title 49 and/or M.G.L. Chapter 90F.
 - ☐ G. An entity engaged in the business of providing notice to the owners (including lienholders) of towed or impounded vehicles and solely for this purpose only;
 - ☐ H. For use in connection with matters of motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring of motor vehicles, motor vehicle parts and dealers; motor vehicle market research activities, including survey research; and removal of non-owner records from the original owner records of motor vehicle manufacturers.
 - ☐ I. An entity engaged in research activities and/or in producing statistical reports, so long as the personal information is not published, redisclosed, or used to contact individuals;
 - ☐ J. For any other use specifically authorized under Massachusetts state law if such use is related to the operation of a motor vehicle or public safety. *A written explanation detailing the reasons why you believe you qualify within this category must be attached to this document.*
 - ☐ K. An authorized lender or lienholder that participates in the RMV's Electronic Lien and Title Program (ELT) which permits electronic communication of certain title and lien information, for the purpose of obtaining information about, posting and releasing motor vehicle liens in accordance with M.G.L. c. 90D, §24.
 - ☐ L. A licensed motor vehicle dealership or insurance agency or other permitted entity that has been approved by the RMV to participate in its EVR program and to register motor vehicles electronically in accordance with the limitations specified under 540 CMR 2.05(7);
 - ☐ M. I have obtained written consent for each individual for whom the information I seek pertains. I will provide an individual's written consent to the RMV immediately upon request.
2. **Access To and Use of Personal Data:** Requestor certifies it will use RMV data solely for purposes consistent with Paragraph 1 of this Agreement. Furthermore, the Requestor shall not use, nor allow any of its authorized End Users (as defined below) to use, any personal information obtained pursuant to this Agreement for any purpose that is not permitted under Massachusetts or Federal laws, rules or regulations, as may be amended from time to time, or that is not permitted under a memorandum of understanding between the Requestor and the RMV as permitted by 940 CMR 37.04. The Requestor agrees it will comply with all applicable laws and regulations respecting access to and use of personal information, including the DPPA, the Massachusetts Identity Theft Act (M. G.L. c. 93H), Regulations Authorizing Disclosure of Massachusetts Driver's License or Learner's Permit Applicant Information (940 CMR 37.00), and the Standards for the Protection of Personal Information of Residents of the Commonwealth (201 C.M.R. 17.00). The Requestor represents that it has read the DPPA, the Massachusetts Identity Theft Act, the Regulations Authorizing Disclosure of Massachusetts Driver's License or Learner's Permit Applicant Information, and the Standards for the Protection of Personal Information of Residents of the Commonwealth and that it and its authorized End Users will comply with such laws and regulations and all other applicable laws, state or federal, regarding access to and the use of motor vehicle records, personal information and data privacy and protection, as such laws may be amended from time to time. Requestor further certifies under the pains and penalty of perjury that it or any of its officers, employees, agents, or contractors (collectively, "End Users") shall not: (i) Use such records or information for the purpose of enforcing federal immigration law (including the investigation, participation, or cooperation with the

enforcement of such law); or (ii) Disclose said records or information to any agency that primarily enforces immigration law or to any employee or agent of any such agency, unless the Requestor is provided with a lawful court order, judicial warrant signed by a judge appointed pursuant to Article III of the United States Constitution, a federal grand jury or trial subpoena, or as otherwise required by federal law, or permitted by 940 CMR 37.04; or (iii) Allow any End Users to access said records or information unless they certify compliance with the representations of subparagraphs (i) and (ii) above. In the event the Requestor receives a court order, judicial warrant, or a federal grand jury or trial subpoena or if the information was used for a prohibited purpose under this section, the Requestor shall immediately notify the RMV. The Requestor further agrees that Personal Information accessed by itself and any of its authorized End Users under this Agreement shall not be used to create or aggregate the data for any purpose, except as specifically provided by federal or state law or other sections of this Agreement.

Failure by the Requestor to follow any requirement in this Agreement constitutes a material breach under Paragraph 12 of this Agreement and the Requestor may be in violation of M.G.L. c. 268, §1A and subject to further penalties.

3. **Method of Access:** Requestor will access data provided by the RMV via one or more of the following methods of access:
- a. Obtain files from and/or exchange files with the RMV using Secure File Transfer Protocol ("SFTP") System to System (S2) or End Users options;
 - b. Call RMV Web Services;
 - c. Utilize the eServices Portal, Business Portal, ATLAS, Crash Portal/System or other access points; and/or
 - d. Using a 3rd Party Vendor that supplies RMV records.

For all methods of access, it is prohibited to access any RMV system from a country other than the United States or from a foreign IP address.

4. **Training:** Requestor agrees to participate in and complete any training programs in the use of the RMV database, as the RMV in its sole discretion, deems necessary.
5. **Data:** The RMV may, at its sole discretion and based on the Permitted Use(s) defined in Paragraph 1 above, make its records and data available to Requestor solely to perform the business functions as defined in the Permitted Use in Paragraph 1.
6. **Term:** This Agreement shall be in effect for three (3) years from the date it is executed by the Requestor, and may be renewed at the RMV's sole and absolute discretion for additional three year periods upon notification from the RMV. The RMV will send notice of renewal 30 days prior to expiration of the Agreement via the Requestor's email address, as provided. If the Requestor does not renew the Agreement prior to its expiration date, all access will terminate on that date.
7. **Cost:** The requestor will pay the RMV any and all applicable fees established in 801 CMR 4.02, which may be subject to change.
8. **Electronic Security Requirements for Web Services or SFTP Option under Paragraph 3:**
- a. The Requestor, by this Agreement, certifies it and its authorized End Users have an information security program in place that follow current industry standards, including, but not limited to those published by The National Institute of Standards & Technology (NIST), the SysAdmin, Audit, Network, Security Institute (SANS), and other recognized bodies to prevent unauthorized electronic access to RMV data or to its database.
 - b. The Requestor must have the RMV End User Access Policy displayed for all users to accept prior to logging in to view RMV records and data.
 - c. The Requestor agrees that it and its authorized End Users, at a minimum, will do the following:
 - i. Have written procedures in place, a copy of which will be provided to the RMV upon request, to ensure the electronic safety, physical security and confidentiality of RMV data in accordance with Paragraph 10 of this Agreement;

- ii. Have written procedures in place, a copy of which will be provided to the RMV upon request, that ensure RMV data is accessed only for permitted End Uses under the DPPA and consistent with Paragraph 10 of this Agreement.
- d. The Requestor agrees to do the following:
 - i. Assign a unique ID to each End User who will access RMV data.
 - ii. Prohibit End Users from sharing the assigned unique ID or credential.
 - iii. Implement and ensure that any authorized End Users implement written password policies and procedures that follow current industry design and best practices such as:
 - 1. Those published by the NIST;
 - 2. SANS Password Construction Guidelines (currently SANS document section 4); and
 - 3. Those published by other recognized bodies such as IRS1075 (currently section 9.3.7.5).
 - iv. The standards referenced in subsection ii above must be designed to prevent unauthorized access to RMV data or to its database.
 - v. Deactivate the unique ID immediately when the End User leaves the Requestor's employment or when the ID has not been used for a period of 90 days.
 - vi. Maintain an electronic log of all transactions with the RMV for 5 years. The log shall contain all the transactions performed by each End User including the End User's unique ID (if applicable), the end-user's full name, date and time of each transaction performed and/or inquiry.
 - vii. Respond within three (3) business days to the RMV's request to review a specific transaction or series of transactions including the End User's name, unique ID, dates, times and reason for the transaction(s). The RMV may, but is not required, to inform the Requestor as to its reason for the request.

Failure to comply with subsections i-vii above may result in termination of the Agreement under the provisions of Paragraph 12.

9. **A. Data Retention/Audit for SFTP And Web Services Users:** The SFTP and/or Web Services Requestor shall at all times adhere to the data retention and destruction requirements of M.G.L. c 93I and the Massachusetts Public Records Law. Any data obtained from the RMV shall be shredded, destroyed or disposed of in compliance with Chapter 93I after its business purpose has expired. The Requestor shall maintain a record of transactions it performs using RMV data for a period of five (5) years. Such record shall include the name of the person or entity that accessed the data; the time and date the data was provided to said person or entity and the customer information. The RMV may in its discretion audit all such documentation. The RMV will provide the Requestor with written notice at least three (3) business days prior to said audit, which shall be performed with the reasonable cooperation of the Requestor. In the event the Requestor cannot provide a legitimate reason for accessing said data, said failure to do so may constitute a material breach under Paragraph 12 of this Agreement. Furthermore, if the RMV's audit reveals inaccuracies or a violation of any provision of this Agreement, said violation or inaccuracies may be considered a material breach under Paragraph 12 of the Agreement. If the Requestor does not have an office location in Massachusetts, upon request, the Requestor will forward all records to the RMV at the time and place designated by the RMV.

B. Data Retention/Audit For eServices Portal, Business Portal, ATLAS, and Businesses using a 3rd Party: The eServices Portal, Business Portal, ATLAS Requestor and/or businesses using a 3rd Party Vendor shall at all times adhere to the data retention and destruction requirements of M.G.L. Chapter 93I and the Massachusetts Public Records Law. Any data obtained from the RMV shall be shredded, destroyed or disposed of in compliance with Chapter 93I after its business purpose has expired. The RMV may track and audit all business transactions. The RMV may in its sole discretion require the requestor to explain and/or demonstrate its legitimate business purpose or permitted use for accessing the RMV's data for any particular transaction. Failure by the Requestor to do so may constitute a material breach under Paragraph 12 of this Agreement. If the Requestor does not have an office location in Massachusetts, upon request the Requestor will forward all records to the RMV at the time and place designated by the RMV.

10. **Physical Security of Data and Confidentiality:** The Requestor agrees that it and any authorized End Users shall do the following:

- a. Ensure that RMV records are not visible to unauthorized individuals;
 - b. Shred or deposit RMV records into a locked shredder container when no longer needed;
 - c. Never knowingly obtain, disclose or use RMV records for a purpose not permitted under the DPPA. Requestor may be liable for impermissible dissemination of personal information to any individual to whom the personal information pertains;
 - d. Never misrepresent Requestor's identity or make a false statement in connection with a request for personal information with the intention of obtaining said information in a manner not authorized under this Agreement or the DPPA;
 - e. Never disseminate RMV records unless such dissemination is required by the Requestor's job duties; and
 - f. Never use RMV records in the furtherance of an illegal act, including a violation of any criminal or civil laws.
11. **A. Background Checks For Requestors Who Receive Personal Information Contained in RMV Records and Data:**
- a. For Requestors utilizing SFTP (S2S), Web Services and/or eServices under Paragraph 3: Prior to permitting access to the RMV's records and data, Requestor shall ensure thorough background checks that its employees, contractors, End Users, and agents who have access to or who may view RMV data have not been convicted of a felony involving violence, dishonesty, deceit or indecency. A Requestor's employee, contractor or agent who has been convicted of such a felony shall not be qualified to access RMV data or view its data. For eServices Portal Administrators a background check will be conducted by the RMV. The eServices Portal Administrators must ensure a thorough background check is completed before adding End users.
 - b. For Requestors utilizing the Business Portal, ATLAS, Crash Portal/System, SFTP End Users or other access points under Paragraph 3: The RMV shall conduct background checks to ensure that the proposed employee, End User, contractor and/or agent who will have access to or who may view RMV data has not been convicted of a felony involving violence, dishonesty, deceit or indecency. A Requestor's employee, contractor or agent who has been convicted of such a felony shall not be authorized to access the RMV database or view its data.
12. **Termination for Breach:** In addition to any termination of rights contained in this Agreement herein, the RMV may immediately terminate the Agreement and the Requestor's access to RMV data at any time, if the RMV determines in the exercise of its sole discretion, that the Requestor or any of its authorized End Users engaged in a material violation of any term of this Agreement, the DPPA, M.G.L. c. 93H, 940 CMR 37.00, or any other law pertaining to the privacy of motor vehicle records. The RMV shall have no liability to the Requestor for terminating the Agreement under this provision.
13. **Right to Appeal:** The Requestor shall have the right to appeal the RMV's decision to terminate Requestor's access to RMV data pursuant to Paragraph 12 above. Appeals should be made in writing and should be addressed to the Registrar of Motor Vehicles ("Registrar"). If no such appeal is made within 30 days of the termination, the termination shall be final. If the Requestor files an appeal within said 30 days period, the Registrar shall review the RMV's decision to terminate and shall make a final determination as to whether the terms of this Agreement were breached and, if so, whether the termination of access was appropriate. In making the final determination, the Registrar may consider any documentation proffered by the Requestor evidencing affirmative steps taken to prevent similar violations of this Agreement. The Registrar's decision is final and dispositive and no further appeal process is available.
14. **30 Day Termination:** Notwithstanding Paragraph 12, this Agreement may be terminated by either party at any time upon thirty (30) days written notice. This agreement may be immediately terminated without advance notification upon any material breach of any covenant by either party, or if the performance of this Agreement by the RMV is made impossible or impractical, as determined in the sole reasonable judgment of the RMV, or if the requestor has not accessed the RMV's data base for a period of ninety (90) days, by any order of any Court, or any action of the Legislature of the Commonwealth of Massachusetts. Notwithstanding the terms of Paragraph 25 below, a notice of termination shall be in writing signed by a duly authorized representative of the terminating party and deposited with the United States Postal Service correctly addressed and postage prepaid.
15. **Indemnification:** The Requestor agrees to defend, hold harmless and indemnify the RMV, the Massachusetts

Department of Transportation, the Commonwealth of Massachusetts and their employees and agents from any and all claims, actions, damages, or losses which may be brought or alleged against them for the negligent, improper, or unauthorized access, use or dissemination of the personal information contained in the RMV data. The Requestor shall indemnify and hold harmless the Commonwealth of Massachusetts and the Massachusetts Department of Transportation, and the RMV against any liability, claim loss, damage or expense, of every nature and kind in law or equity, arising out of or in connection with any misuse or misappropriation of any RMV Data obtained from the RMV; any failure of the Requestor to comply with any applicable provisions of State or Federal laws or regulations regarding privacy of motor vehicle records or data; any failure to safeguard and limit access to the RMV Data as required herein; and/or any other acts or omissions of the Requestor, its authorized End Users, or its employees or agents in connection with the performance, exercise, or enjoyment of this Agreement, including without limitation reasonable attorney's fees and other costs of defending any such claim or action. The obligations under this paragraph shall survive the termination of this Agreement.

16. **Non-Assignment:** The Requestor agrees that it will not assign or in any way transfer any interest in, or access granted by, this Agreement without the express written consent of the RMV, which consent shall be obtained in advance of any such assignment. Requestor further agrees will prohibit its authorized end users from sharing assigned RMV ID or credentials. Requestor agrees that any violation of this paragraph shall constitute a material breach of this Agreement.
17. **Non-Exclusivity:** The Requestor acknowledges that this Agreement is not an exclusive agreement. At its sole discretion the RMV may enter into agreements with other parties for the same or similar services as provided by this Agreement, on such terms and conditions as the RMV determines in its sole discretion.
18. **Warranty:** The RMV makes no representation or warranty, express or implied, with respect to the accuracy of any RMV Data from a source other than the RMV. Therefore, except for acts or omissions that constitute gross negligence or willful misconduct by the Commonwealth of Massachusetts, the Massachusetts Department of Transportation, the RMV, their employees or agents, neither the Commonwealth of Massachusetts, the Massachusetts Department of Transportation, the RMV, or their employees or agents shall be liable to the Requestor for any costs, claims, liability, damages, expenses, lost production, or any other loss of any nature or kind, in law or equity, in connection with this Agreement, including but not limited to inaccurate, incomplete, or unavailable RMV data.
19. **Litigation Notice:** The Requestor shall immediately notify the Office of the General Counsel at the Massachusetts Department of Transportation in the event that it is sued or litigation is filed concerning the Requestor's use or the use of any of Requestor's End Users of RMV data.
20. **Notice of Data Breach:** The Requestor shall immediately notify the Chief Information Security Office for the Massachusetts Department of Transportation at CISO@dot.state.ma.us in the event of a data breach or misuse of RMV data. The Requestor is responsible for all notifications and remediation pursuant to M.G.L. c. 93H for a data breach or misuse of RMV data caused by Requestor and/or its representatives.
21. **Forum and Choice of Law:** Any actions arising out of a contract shall be governed by the laws of Massachusetts and shall be brought and maintained in a State or Federal court in Massachusetts which shall have exclusive jurisdiction thereof. The RMV, with the approval of the Attorney General's Office, and the Requestor may agree to voluntary mediation through the Massachusetts Office of Dispute Resolution or other mediation service of any Contract dispute and will share the costs of such mediation. No legal or equitable rights of the parties shall be limited by this Paragraph.
22. **Discrimination:** The Requestor shall not engage in any unlawful discrimination against any person based upon the RMV Data obtained pursuant to this Agreement, and the requestor agrees to comply with all applicable State and Federal laws, rules and regulations prohibiting discrimination in employment, including but not limit to 42 U.S.C. § 12101, 28 CFR Part 35, 29 U.S.C. § 791 et seq., M.G.L. c. 151B and 272, §§ 92A and 98 et seq., and Executive Orders 227, 237, and 246, and any amendments to such provisions.
23. **Severability Clause:** In the event that any provision in this Agreement shall be or become invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby and such provisions shall be ineffective only to the extent of such invalidity, illegality or unenforceability.

24. **Complete Instrument:** This Agreement constitutes the entire Agreement of the parties and supersedes all other prior written or oral agreements between the parties with respect to subject matter hereof. This Agreement may be changed, modified or amended at any time only by an instrument in writing, signed by duly authorized representatives of both parties hereto.
25. **Notice:** Notice required or permitted by this Agreement shall be addressed to the address(s) as maintained by the Requestor on their company profile or as follows:

To the RMV:

MassDOT Registry of Motor Vehicles Division - IS Security
25 Newport Avenue Extension
Quincy, MA 02171
RMVBUSINESSPARTNERS@DOT.STATE.MA.US

To the Requestor:

Legal Business Name: _____

DBA or Dept within Business: _____

Business Address: _____

Business Contact Name & Email Address: _____

Any party may change its address for the purposes of receipt of notices by providing written notice to the other party in accordance with this paragraph.

26. **Execution:** This Agreement may be executed in one or more counterparts, each of which will be deemed to be an original copy of this Agreement and all of which, when taken together, will be deemed to constitute one and the same agreement. The facsimile, email or other electronically delivered signatures of the parties shall be deemed to constitute original signatures, and facsimile or electronic copies hereof shall be deemed to constitute duplicate originals

IN WITNESS WHEREOF, the parties have hereto caused this instrument to be executed by their duly authorized officials or officers.

The Massachusetts Department of Transportation
Registry of Motor Vehicles Division

Authorized Official's Signature

Colleen J. Ogilvie

Print Name

Registrar

Title

Date

Legal Business Name

Authorized Official's Signature

Print Name

Title

Date