

8.5.1.2 ELECTRONIC MAINTENANCE OF MEMBERSHIP RECORDS POLICY

The Reno/Sparks Association of REALTORS® shall maintain membership records in electronic format.

Set up for Active Member Files:

1. Active member files will be maintained in S:\MEMBERS
2. Folders will be created for breaks in the alphabet ie. A –C, D – F, G-H, etc.
3. Active member files will maintained indefinitely

Set up for Terminated Member Files:

1. A terminated member file will be established each year for the calendar year and will be maintained in S:\TERMINATIONS (applicable year)
2. Folders will be created within the File for breaks in the alphabet ie. A – C, D – F, etc.
3. In April of the following year, a disk will be created S:\TERMINATIONS (applicable year).
4. The disk will be labeled accordingly and maintained in the fireproof safe.
5. After creation of the disk, terminations for the year will be purged from the network system.
6. Terminated member records will be retained on disk for 10 years.
7. At the initial set up, only members who have been terminated within the last twelve months will be retained. In addition to the last twelve months of terminated members, records will be scanned for any terminated member who has been turned over to collection.

Process for Scanning Active Member Files:

1. Each member file will be reviewed and the following documents scanned:
 - a. Membership application form Page 1 of 2 and 2 of 2, including completed record of attendance at new orientation
 - b. NNRMLS Key Lease Agreement & Lockbox System Use Agreement
 - c. NNRMLS Application Form
 - d. NNRMLS Affirmation and Acknowledgement Form
 - e. Most current member photo, if available, saved as a .tif or .jpeg (photo will be mailed back to member)
 - f. Correspondence or notice of accounts sent for collection (if applicable)
 - g. Biographical sketch, if available
 - h. Additional documents as may be deemed by necessary by the Executive Officer
2. Each member file will be named last name, first name, application date (yymmdd) ie. smith,john041230
3. Staff member will be responsible for maintaining a log of files scanned (see attached)

Process for Scanning Terminated Member Files:

1. In the event of termination, the scanned member file will be moved to S:\TERMINATIONS (applicable year)
2. Terminated membership file shall contain the items listed in active member files with the addition of the termination form
3. Staff member will be responsible for maintaining a log of files moved to TERMINATIONS folder for 10 years; (see attached)
4. Staff member will be responsible for maintaining a log of disks created for Terminated members.
5. Staff member will be responsible for upgrading storage of information based on technological advancements.

Confidentiality and Destroyed Records:

1. The Association will make every effort to maintain confidentiality of member records. After verifying that the member file has been successfully scanned, file will be professionally disposed of or staff will shred documents in house.

Member Files Involving Disciplinary Action:

1. A separate confidential file will be maintained by the Executive Assistant. These files will be maintained only for members who have been named as Respondents in Code of Ethics Matters.
2. Files will contain the ethics decision, including the Findings of Facts; Disciplinary Action Recommended by the hearing panel; Decisions of Appeal Panels, if any; Statement of Affirmation by the Board of Directors and evidence that the named member satisfied the discipline, if applicable.
3. Files will be maintained in hard copy and will not be made a part of the member's electronic file.
4. Decisions and related materials in regard to a disciplined member will be maintained indefinitely.
5. Such files will only be available to a Professional Standards Hearing panel in accordance with the Code of Ethics and Arbitration Manual.

Bylaws & Policy 04/16/04
Board of Directors 04/22/04