

## 2020 Surveillance Impact Report Executive Overview

# CopLogic

## Seattle Police Department

## Overview

**The Operational Policy statements in this document represent the only allowable uses of the equipment and data collected by this technology.**

This Executive Overview documents information about the collection, use, sharing, security and access controls for data that is gathered through Seattle Police Department’s CopLogic system. All information provided here is contained in the body of the full Surveillance Impact Review (SIR) document but is provided in a condensed format for easier access and consideration.

## 1.0 Technology Description

CopLogic is a crime reporting software tool that allows members of the public to submit police reports online through a web-based interface. CopLogic is a Software as a Service (SaaS) owned and maintained by LexisNexis. SPD utilizes this technology in two ways: 1) An online public interface allows individuals to report a low-level crime in which no known or describable suspect is available, and for which individuals may need proof of police reporting (i.e., for insurance purposes), without waiting for an officer to dispatch and take a report; 2) An online password-protected interface allows retailers to enter information about retail theft on their property in which a suspect is known and suspect information is available.

## 2.0 Purpose

**Operational Policies:**

**Individuals may use CopLogic to report a crime online when:**

- 1) The crime is within one of these categories:**
  - a. Property crimes including property destruction, graffiti, car break ins, theft of auto accessories, theft, shoplifting;**
  - b. Drug activity, harassing phone calls, credit card fraud, wage theft, identity theft, or lost property**
- 2) The situation is non-emergency**
- 3) The crime occurred within Seattle city limits (exception for identity theft);**
- 4) No known suspects or information about the crime would allow for additional investigation.**

**Retailers may use CopLogic to report a retail theft on their property when:**

- 1) The retailer participates in SPD’s Retail Theft Program and has obtained a unique login identifier and password;**
- 2) They have detained the suspect;**
- 3) The suspect does not have any outstanding warrants; and**
- 4) They verify the identification of the suspect and upload copies of the suspect’s identification, if available.**

CopLogic is used by the public, including retailers, and, thus, its use is triggered whenever an individual instigates the submission of an online report. An SPD reviewer checks the submission for completion and does one of the following:

- 1) Sends a generic email to the submitter asking for additional information; or
- 2) Pushes the report to SPD’s records management system, providing the report a General Offense (“GO”) number, which is then sent back to the submitter.

## 3.0 Data Collection and Use

### Operational Policy:

**No information is collected from a source other than the individual instigating the submission of a report.**

**Public Interface:** Individuals wishing to file a report visit Seattle Police Department’s Online Reporting page (<https://www.seattle.gov/police/need-help/online-reporting>) and follow the prompts to enter information about low-level, non-emergency crimes for which no known suspects exist. CopLogic then generates a report and the reporter receives a temporary unique identification number. An SPD employee, the reviewer, verifies that the report is sufficient and complete. If further information or clarification is needed, the reviewer generates a generic email to the reporter, informing them that the report is missing information that must be included before the file is officially submitted, and providing a link to follow for updates. Once a reviewer determines that the report is complete, the information is electronically transferred into SPD’s records management system and receives a general offense (GO) number. This GO number is then provided to the reporter for their records and for insurance purposes.

**Retail Theft Interface:** Retailers who participate in the Seattle Police Department’s Retail Theft Program and wish to report a theft first contact the Seattle Police Department’s non-emergency number to receive a case number. Then, they access the Retail Theft online page with unique password-protected login information and fill out the Retail Theft online report, which includes information about the retailer, the theft, and the suspect. In most circumstances, retailer security has detained the suspect and included copies of identification with the report that they then submit online.

## 4.0 Data Minimization & Retention

### Operational Policy:

**After a report is made, police officers assigned to the Internet and Telephone Reporting Unit (I-TRU) log in to the CopLogic web portal, utilizing individual user log-in IDs, to access the submitted reports.**

**Once the report is screened by an officer in the I-TRU unit, SPD utilizes an integration server to transfer reports generated in the CopLogic tool into SPD’s Records Management System.**

Before anyone is permitted to file a report online, they are prompted to answer a series of questions to determine if online reporting is appropriate for the event they wish to report. In addition, the Seattle Police Department provides guidelines to individuals reporting an event about what information they will need to submit to file a report online. Finally, an authorized SPD employee reviews each submission before accepting the report to ensure that appropriate and adequate information has been provided.

Retail security collects only information that is necessary to document and investigate the crime as required on the Retail Theft Reporting form. No other information is requested.

## 5.0 Access & Security

### Operational Policies:

**Only authorized SPD users can access the system, technology, or the data. Access to the application is limited to SPD personnel via password-protected login credentials.**

**Once data is input by individuals and retail users of CopLogic on the public-facing website, it is accessed and used on SPD’s password-protected network.**

### Access

SPD reviewers within the I-TRU unit have access to the reports for the purposes of verifying accuracy and initiating the process of transferring the approved reports into the records management system with a case number (as is assigned to all SPD reports).

Collected data is securely viewed on SPD’s password-protected network with access limited to authorized detectives and identified supervisory personnel within the I-TRU unit. Once a reported incident has been reviewed by SPD personnel, it is electronically transferred into the SPD records management system.

SPD reviewers within the I-TRU unit have access to the reports for the purposes of verifying accuracy and initiating the process of transferring the approved reports into the records management system with a case number (as is assigned to all SPD reports). Additionally, Seattle IT provides client services and operational support for IT technologies and applications. In supporting SPD systems, operational and application services deploy and service SPD technology systems.

## Security

CopLogic data is stored remotely and managed by the technology provider, Lexis Nexis. Lexis Nexis is Privacy Shield Certified and adheres to the RELX Group Privacy Shield Principles. Per Lexis Nexis: “We use a variety of administrative, physical and technical security measures to help safeguard your personal information.” Additionally, SPD’s contract with Lexis Nexis includes a clause for audit, in which the “Consultant shall permit the City and any other governmental agency funding the Work, to inspect and audit all pertinent books and records.”

SPD personnel can only access CopLogic data when authorized and provided a username and password for the system. CopLogic creates an audit log that records all activity in the system with usernames and timestamps.

## 6.0 Data Sharing and Accuracy

### Operational Policy:

**SPD has no data sharing partners for CopLogic. No person, outside of SPD, has direct access to the application or the data and all requests for information from CopLogic are processed based on existing SPD policies, legal guidelines, and as required by law.**

CopLogic is owned and maintained by Lexis Nexis. There are no data sharing agreements between SPD and any other entities for CopLogic data. Further, the contract between the City and LexisNexis provides that LexisNexis may only “use, transmit, distribute, modify, reproduce, display, and store the City Data solely for the purposes of (i) providing the Services as contemplated in [its contract with the City]; and (ii) enforcing its rights under [the contract].”

Per City of Seattle’s Privacy Statement, outlining commitments to the public about how we collect and manage their data: *We do not sell personal information to third parties for marketing purposes or for their own commercial use.* The full Privacy Statement may be found [here](#).

## 7.0 Equity Concerns

### Operational Policy:

**SPD Policy 5.140 forbids bias-based policing and outlines processes for reporting and documenting any suspected bias-based behavior, as well as accountability measures.**

Because the information received through the CopLogic portal comes from community members there is a risk that racial or ethnicity-based biased information may be entered. All the information entered is screened by authorized and trained SPD personnel.