Privacy Protection for Customer Financial Information

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Summary

One effect of recent litigation challenging President Obama’s recess appointments, including that of Richard Cordray as Director of the Consumer Financial Protection Bureau (CFPB), is increased congressional focus on that agency, including how it discharges its regulatory and enforcement authority over financial institutions under P.L. 111-203, the Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank). This would include its role in issuing regulations and taking enforcement actions under the two major federal statutes which specify conditions under which customer financial information may be shared by financial institutions: Title V of the Gramm-Leach-Bliley Act of 1999 (GLBA, P.L. 106-102) and the Fair Credit Reporting Act (FCRA). Possible topics for congressional oversight in the 113th Congress include (1) the transition of power from the financial institution prudential regulators and the Federal Trade Commission to the CFPB; (2) CFPB’s interaction with other federal regulators and coordination with state enforcement efforts; and (3) the CFPB’s success at issuing rules that adequately protect consumers without unreasonably increasing the regulatory burden on financial institutions.

GLBA prohibits financial institutions from sharing nonpublic personally identifiable customer information with non-affiliated third parties without providing customers an opportunity to opt out and mandates various privacy policy notices. It requires financial institutions to safeguard the security and confidentiality of customer information. FCRA regulates the credit reporting industry by prescribing standards that address information collected by businesses that provide data used to determine eligibility of consumers for credit, insurance, or employment and limits purposes for which such information may be disseminated. One of its provisions, which became permanent with the enactment of P.L. 108-159, permits affiliated companies to share non-public personal information with one another provided the customer does not choose to opt out. The creation of CFPB alters the regulatory landscape for these laws. It has primary enforcement authority over non-depository institutions (subject to certain exceptions) and over depository institutions with more than $10 billion in assets. For depository institutions with assets of $10 billion or less, the CFPB’s rules apply but enforcement authority remains with the banking regulators, subject to certain prerogatives of the CFPB.

The 112th Congress considered but did not enact any legislation modifying the GLBA privacy regime. Other legislative proposals included at least one measure aimed at amending GLBA’s privacy provisions and three general financial privacy or data breach bills, reported by the Senate Committee on the Judiciary, that included proposals to provide safe harbors for entities subject to GLBA rules.

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Background

With modern technology’s ability to gather and retain data, financial services businesses have increasingly found ways to take advantage of their large reservoirs of customer information. Not only can they enhance customer service by tailoring services and communications to customer preferences, but they can benefit from sharing that information with affiliated companies and others willing to pay for customer lists or targeted marketing compilations. Although some consumers are pleased with the wider access to information about available services that information sharing among financial services providers offers, others have raised privacy concerns, particularly with respect to secondary usage.

The United States has no general law of financial privacy. The U.S. Constitution, itself, has been held to provide no protection against governmental access to financial information turned over to third parties. *United States v. Miller*, 425 U.S. 435 (1976). This means that although the Fourth Amendment to the U.S. Constitution requires a search warrant for a law enforcement agent to obtain a person’s own copies of financial records, it does not protect the same records when they are held by financial institutions. State constitutions and laws may provide greater protection. At the federal level, the Right to Financial Privacy Act, 12 U.S.C. Sections 3401-3422, provides a measure of privacy protection by setting procedures for federal government access to customer financial records held by financial institutions.

Federal Laws Governing Consumer Financial Information Held by Financial Companies

There is no general federal regime covering how non-public personal information held in the private sector may be disclosed or must be secured. The major law which deals with this subject with respect to financial companies is Title V of the Gramm-Leach-Bliley Act of 1999 (GLBA, P.L. 106-102),¹ which is discussed in a separate section of this report. The Fair Credit Reporting Act (FCRA), 15 U.S.C. Sections 1681 to 1681x, predates GLBA. It establishes standards for collection and permissible purposes for dissemination of data by consumer reporting agencies. It also gives consumers access to their files and the right to correct information therein. Another law, which predates GLBA, is the Electronic Funds Transfer Act, 15 U.S.C. Sections 1693a to 1693r, which describes the rights and liabilities of consumers using electronic funds transfer systems. These rights include the ability of consumers to have financial institutions identify the circumstances under which information concerning their accounts will be disclosed to third parties.

With the passage of the Fair Credit Reporting Act Amendments of 1996, P.L. 104-208, Div. A, Tit. II, Subtitle d, Ch. 1, Section 2419, 110 Stat. 3009-452, adding 15 U.S.C. Section 1681t(b)(2), companies may share with other entities certain customer information respecting transactions and experience with a customer without any notification requirements. Other customer information, such as credit report or application information, may be shared with other companies in the corporate family if the customers are given “clear and conspicuous” notice about the sharing and an opportunity to direct that the information not be shared; that is, an “opt out.”

Under Section 214 of P.L. 108-159, 117 Stat. 1952, the Fair and Accurate Credit Transactions Act of 2003 (FACT Act), subject to certain exceptions, affiliated companies may not share customer information for marketing solicitations unless the consumer is provided clear and conspicuous notification that the information may be exchanged for such purposes and an opportunity and a simple method to opt out. Among the exceptions are solicitations based on preexisting business relationships; based on current employer’s employee benefit plan; in response to a consumer’s request or authorization; and as required by state unfair discrimination in insurance laws. The 2003 amendments also require the agencies to conduct regular joint studies of information sharing practices of affiliated companies and make reports to Congress every three years.

Gramm-Leach-Bliley’s Privacy Provisions

Title V of the Gramm-Leach-Bliley Act (GLBA, P.L. 106-102) contains the privacy provisions enacted in conjunction with 1999 financial modernization legislation. These privacy provisions preempt state law except to the extent that the state law provides greater protection to consumers. The Consumer Financial Protection Act of 2010, Title X of P.L. 111-203, the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (Dodd-Frank), makes the newly created Consumer Financial Protection Bureau (CFPB), which is located within the Federal Reserve System, the major rulemaking and enforcement authority for federal consumer protection laws, including the GLBA privacy provisions. As originally enacted, GLBA allocated rulemaking and enforcement authority to an array of federal and state financial regulators. GLBA requires that federal regulators issue rules that call for financial institutions to establish standards to insure the security and confidentiality of customer records. It prohibits financial institutions from

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3 The Consumer Financial Protection Bureau (CFPB) is to make the determination as to whether or not a state law is preempted. Originally, GLBA delegated this authority to the FTC (in conjunction with the other federal regulators), Section 1041(a)(2) of P.L. 111-203, the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, 124 Stat. 1376, 2011, delegated this authority to the CFPB exclusively. 12 U.S.C. §5551(a)(2).
6 GLBA delegated authority to the federal banking regulators: the Office of the Comptroller of the Currency (national banks); the Office of Thrift Supervision (federal savings associations and state-chartered savings associations insured by the Federal Deposit Insurance Corporation (FDIC)); the Board of Governors of the Federal Reserve System (state-chartered banks which are members of the Federal Reserve System); FDIC (state-chartered banks which are not members of the Federal Reserve System, but which have FDIC deposit insurance); and the National Credit Union Administration (federal and federally insured credit unions). Also included is the Securities and Exchange Commission (brokers and dealers, investment companies, and investment advisors). 15 U.S.C. §6805(a) (1)-(5). For insurance companies, state insurance regulators are authorized to issue regulations implementing the GLBA privacy provisions. 15 U.S.C. §6805(a)(6). For all other “financial institutions,” the Federal Trade Commission was provided authority to issue rules implementing the privacy provisions of GLBA. 15 U.S.C. §6805(a)(7).
7 Interagency Guidelines Establishing Standards for Customer Information were published by the federal banking regulators on February 1, 2001 (66 Fed. Reg. 8616). Under Section 1093 of P.L. 111-203, the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (Dodd-Frank), 224 Stat. 1376, 2095, amending 15 U.S.C. §6804(a), the CFPB does not have authority to prescribe regulations with regard to safeguarding the security and confidentiality of customer records.
8 GLBA covers “financial institutions” within the meaning of the Bank Holding Company Act (BHCA). Controversies have arisen because businesses involved in activities that are not necessarily performed in traditional financial institutions may meet this definition. New York State Bar Association v. FTC, 276 F. Supp. 2d 110 (D.D.C. 2003), held that attorneys are not covered. Section 609 of P.L. 109-351 makes it clear that certified public accountants subject to confidentiality requirements are also excluded.
disclosing nonpublic personal information to unaffiliated third parties without providing customers the opportunity to decline to have such information disclosed. Also included are prohibitions on disclosing customer account numbers to unaffiliated third parties for use in telemarketing, direct mail marketing, or other marketing through electronic mail. Under this legislation, financial institutions are required to disclose, initially when a customer relationship is established and annually, thereafter, their privacy policies, including their policies with respect to sharing information with affiliates and non-affiliated third parties. Under Section 503(c) of GLBA, as added by Section 728 of the Financial Services Regulatory Relief Act of 2006, P.L. 109-351, the federal functional regulators were required to propose model forms for GLBA privacy notices. On March 29, 2007, the agencies issued a notice proposing a model form. They subsequently published final amendments to their regulations incorporating a model privacy form which financial institutions may use to disclose their privacy policies.

Initially, regulations implementing GLBA’s privacy requirements were the product of joint rulemaking and were found in various sections of the Code of Federal Regulations. They became effective on November 13, 2000. Identity theft and pretext calling guidelines were issued to banks on April 6, 2001. Insurance industry compliance has been handled on a state-by-state basis by the appropriate state authority. The National Association of Insurance Commissioners (NAIC) approved a model law respecting disclosure of consumer financial and health information intended to guide state legislative efforts in the area.

The establishment of the Consumer Financial Protection Bureau (CFPB) as authorized by Dodd-Frank has meant the transfer from the other federal agencies of much of the rulemaking authority for GLBA’s privacy provisions. The CFPB promulgated an interim final rule before Richard Cordray was named Director of the CFPB by President Obama pursuant to the Recess Appointments Clause of the U.S. Constitution.

15 Dodd-Frank did not transfer to the CFPB the rulemaking authority delegated to the SEC or the CFTC under the Gramm-Leach-Bliley privacy provisions. The FTC retains rulemaking authority over “any motor vehicle dealer that is predominantly engaged in the sale and servicing of motor vehicles, the leasing and servicing of motor vehicles, or both.” 12 U.S.C. § 5519(a).
17 That rule was issued under the authority granted to the Secretary of the Treasury under Dodd-Frank to perform consumer financial protection functions transferred from certain other federal agencies to the Bureau “until the Director of the Bureau is confirmed by the Senate....” 12 U.S.C. §§ 5587(a) and 5581(b).
Its fate, thus, does not appear to depend upon the outcome of current litigation challenging the legality of such appointments.\textsuperscript{18}

**Public and Industry Reaction**

One of the indications of the public’s interest in preserving the confidentiality of personal information conveyed to financial service providers was the negative reaction to what became an aborted attempt by the federal banking regulators to promulgate “Know Your Customer” rules.\textsuperscript{19} These rules would have imposed precisely detailed requirements on banks and other financial institutions to establish profiles of expected financial activity and monitor their customers’ transactions against these profiles.

Even before the “Know Your Customer” Rules and enactment of GLBA, depository institutions and their regulators had been increasingly promoting industry self-regulation to instill consumer confidence and forestall comprehensive privacy regulation by state and federal governments. One of the federal banking regulators, the Office of Comptroller of the Currency, for example, issued an advisory letter regarding information sharing.\textsuperscript{20} To some participants in the financial services industry, preemptive federal legislation is preferable to having to meet differing privacy standards in every state. With respect to information sharing among affiliated companies, FCRA, as amended by the FACT Act, does not entirely preempt state law; its preemption runs only to the extent of affiliate sharing of consumer report information.\textsuperscript{21} GLBA also leaves room for more protective state laws.\textsuperscript{22}

**The European Union Data Directive**

Another incentive for a nationwide standard has been the requirements imposed upon companies doing business in Europe under the European Commission on Data Protection (EU Data Directive), an official act of the European Parliament and Council, dated October 24, 1995 (95/46/EC). This imposes strict privacy guidelines respecting the sharing of customer information and barring transfers, even within the same corporate family, outside of Europe, unless the transfer is to a country having privacy laws affording similar protection as does Europe.\textsuperscript{23} Revision of European Union data protection law may be on the near horizon. In January 2012, the European Commission released a draft legislative proposal for consideration by the European


\textsuperscript{19} See CRS Report RS20026, Banking’s Proposed “Know Your Customer” Rules, by M. Maureen Murphy.

\textsuperscript{20} “Fair Credit Reporting Act,” OCC AL 99-3 (March 29, 1999).


\textsuperscript{22} Under GLBA, inconsistent state statutes, regulations, orders, or interpretations, are preempted, to the extent of their inconsistency, and a state law is not inconsistent “if the protection such statute, regulation, order, or interpretation affords any person is greater” than is provided by GLBA. 15 U.S.C. §6807.

Parliament and the Council of the European Union. It is aimed at updating the legal protection the European Union affords to personal data in view of challenges accompanying advances in technology and arising in the increasing pervasiveness of online environments.24 U.S. companies operating in Europe are likely to be monitoring the progress of any changes to the European data protection regime. The U.S. Chamber Institute for Legal Reform (Institute) is already on record as having “deep concerns” about one aspect of the Commission’s Draft Regulation, its authorization of third parties to bring litigation to seek remedies and damages to protect the rights of others. To the Institute, this is analogous to what it deems to be the faults of class action lawsuits in the United States, encouraging plaintiff’s attorneys to initiate promote costly and abusive litigation that does not serve the ends of justice.25

The Role of the CFPB and the 113th Congress

On July 21, 2011,26 the CFPB began operations, assuming, among other things, authority to issue regulations27 and take enforcement actions under enumerated federal consumer protection laws, including both FCRA and GLBA. The CFPB has primary enforcement authority over non-depository institutions (subject to certain exceptions) and over depository institutions with more than $10 billion in assets.28 Although depository institutions with assets of $10 billion or less are now subject to the CFPB’s rules, enforcement remains with the “prudential regulators,” subject to certain prerogatives of the CFPB.29

In general, as the impact of Dodd-Frank, the establishment of the CFPB, and President Obama’s recess appointment31 of Richard Cordray as head of that agency are likely to draw increased congressional attention to oversight of the CFPB,32 there may be some monitoring of how the

26 75 Fed. Reg. 57252 (September 20, 2010).
27 Under Dodd-Frank, the SEC, CFTC, and state insurance regulators retain their rulemaking authority; the FTC has authority to issue regulations covering motor vehicle leasing; all are required to coordinate for the sake of consistency. 15 U.S.C. §6804(1) and (2), as added by P.L. 111-203, §1093, 124 Stat. 1376, 2095.
29 Under P.L. 111-203, §1002(24), 124 Stat. 1376, 1962, 12 U.S.C. §5481(24), “prudential regulator” is defined to cover the federal banking regulators and the National Credit Union Administration, that is, the federal regulators of depository institutions.
30 P.L. 111-203, §1026, 224 Stat. 1376, 1993, 12 U.S.C. §5516. This provision requires coordination between the prudential regulators and the CFPB and authorizes the CFPB to have examiners join prudential regulator examinations on a sampling basis.
32 Legislation of this sort may develop on the basis of some studies of commercial privacy policy now under way at the (continued...)
CFPB is affecting the GLBA and FCRA financial privacy regimes. Among the issues that may command some congressional focus are: (1) identifying any problems arising in the transfer of regulatory power from the financial institution prudential regulators and the FTC to the CFPB; (2) monitoring the CFPB’s rulemaking efforts to determine whether any newly issued rules unreasonably increase the regulatory burden on struggling institutions; (3) evaluating any effect on financial institutions operating nationwide stemming from application of non-preempted state laws; and (4) examining issues that may arise in connection with the increasing use by banks of social media both to communicate with customers and for marketing purposes.33

**Legislation in the 112th Congress**

The 112th Congress had before it both legislation to amend GLBA’s privacy provisions and general financial privacy legislation or data breach legislation that included proposals to provide a safe harbor for entities subject to GLBA rules.

H.R. 653 would have amended GLBA, subject to certain exceptions, to require a customer opt-in for financial institutions to share non-public personal information with nonaffiliated third parties and an opt-out for disclosures to affiliates. It would have prohibited financial institutions from discriminating against customers exercising an opt-in or an opt-out.

H.R. 1707 would have required the FTC to issue regulations requiring anyone engaged in interstate commerce possessing personal information to establish information security procedures and to comply with breach notification procedures. It would have imposed special requirements on information brokers to establish procedures to maximize accuracy and provide customers with annual access to the personal information. Under the bill, there would have been a safe harbor for entities covered by GLBA’s privacy requirements, provided the FTC determined that the GLBA requirements “provide protections substantially similar to, or greater than, those required”34 under the legislation.

H.R. 1841 would have required the FTC to issue regulations requiring any person engaged in interstate commerce that possesses or maintains through a third party data in electronic form containing personal information to establish and implement information security policies and procedures to protect personal information. It would have imposed a breach notification requirement and included a means for the FTC to grant a safe harbor for financial institutions subject to GLBA. It would also have required the FTC to study the feasibility of mandating standards for disposing of obsolete personal information held in non-electronic form. It would have imposed special requirements on information brokers, including verification of the accuracy

(...continued)


of personal information maintained by the information broker and opportunity, at least annually, for each individual to review personal data.

H.R. 2577 would have required the FTC to issue regulations requiring any entity engaged in interstate commerce to establish and implement information security policies and procedures to protect personal information, including minimizing the personal data being maintained. It included a breach notification requirement and a safe harbor for financial institutions subject to GLBA.

S. 1151, as reported by the Senate Committee on the Judiciary,35 would have imposed data breach notice requirements and required business entities to comply with FTC regulations to cover personal data privacy and security programs. It included a specific exemption from these requirements for financial entities subject to GLBA (and for entities subject to the requirement of the Health Insurance Portability and Accountability Act (HIPAA Act).36 The bill also included various criminal provisions including one which would provide criminal penalties for intentional and willful concealment of a data security breach for which notification is required under this legislation.

S. 1207 would have required the FTC to issue regulations requiring persons engaged in interstate commerce possessing data in electronic form containing personal information to establish and implement information security policies and procedures to protect personal information. It would have imposed a breach notification requirement and included a means for the FTC to grant a safe harbor for financial institutions subject to GLBA. It would have imposed special requirements on information brokers, including verifying personal information and permitting annual access for each individual to review personal data.

S. 140837 would have imposed data breach notification requirements on federal agencies, with certain exceptions, and businesses engaged in interstate commerce that possess sensitive personally identifiable data. It provided no general exception for financial institutions complying with GLBA.

S. 1535 would have required businesses engaging in interstate commerce that have sensitive personally identifiable information in electronic or digital form on 10,000 or more U.S. persons to comply with rules that The FTC is to issue mandating personal data privacy and security programs. It would have imposed data breach notice requirements and exempted financial institutions subject to GLBA’s privacy regime provided that they are subject to a data breach notice requirement issued by their GLBA privacy regime regulator. The legislation also included criminal provisions, punishing, for example, the intentional and willful concealment of a data security breach for which notification is required under this legislation. The bill also included a requirement that federal agencies contracting with data brokers for access to sensitive personally identifiable information databases prepare a privacy impact assessment and adopt regulations

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37 S. 1151, S. 1408, and S. 1535 were reported by the Senate Committee on the Judiciary without a written report. See CRS Report R42474, Selected Federal Data Security Breach Legislation, by Kathleen Ann Ruan, which analyzes these bills. See also Rachel Bade and Katherine Tully-McManus, “Data Breach Bills Approved Amid Partisan Division,” CQ Markup & Vote Coverage, Senate Judiciary Committee Markup (September 22, 2011), http://www.cq.com/doc/committees-2011092200290255?wr=RDJYTIRja3IsajZiaFQ2VjVNbmU4Zw.
governing access to the databases and requiring data brokers with whom they have contracts to comply with the requirements of this legislation.

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