



Association data and member information are strategic assets of the Texas Society of Certified Public Accountants (TXCPA), and the appropriate governance for management and use of data is critical to our operations. Providing a centralized system for access and use, as well as a process to ensure data integrity, will allow us to provide better service and opportunities for our members. Inappropriate governance can result in inefficiencies and exposes the association to unwanted risk. Our goal is a consistent, repeatable, and sustainable approach to data governance to protect the security and integrity of our data assets and the privacy of our individual members.

### **ASSOCIATION MANAGEMENT SYSTEM (AMS) TERMS OF USE**

Access to TXCPA's AMS, is provided exclusively to TXCPA and chapter staff. Use of the AMS is governed by these Terms of Use. The use of the AMS is strictly limited to individuals that have assigned username and password access and have received training regarding the operation and use of the AMS. Users are not permitted to share access with any other person.

Chapter staff access is limited to data specifically assigned to their chapter. This data is defined as chapter-specific membership records and data related to chapter event attendance or other chapter transactions.

1. TXCPA is the owner and manager of member records and data related to members and will establish and govern the process of data collection, maintenance and use. Chapters have ownership, authority and control over chapter-specific transactions, events/products.
2. Each TXCPA department and chapter should have a designated Data Steward who is responsible for the implementation and enforcement of data management within their area. The Data Steward is responsible for ensuring effective protocols are in place to assist users and guide the appropriate use of data. The Data Steward is responsible for ensuring TXCPA has an accurate list of users and informs TXCPA if a user license needs to be added or terminated.
3. Access to, and use of, association data, as well as the scheduling of training will generally be administered by the TXCPA Data Manager.
4. Data Users must ensure appropriate procedures are followed to uphold the quality and integrity of the data they access.
5. Data should only be collected and stored in the AMS for legitimate uses and to add value to the association.
6. Extraction, manipulation and reporting of data must be done only to perform association business:
  - Personal use of association data in any format and at any location, is prohibited.
  - Data should not be shared outside the association.
7. Data stored in an electronic format must be protected by appropriate electronic safeguards and/or physical access controls that restrict access only to authorized user(s). Similarly, data in hard copy format must also be stored in a manner that will restrict access only to authorized user(s).

8. Chapters are **prohibited** from using the data not assigned to the chapter to:
  - Duplicate data from the AMS either manually or electronically
  - Sell, publish, copy or exploit data for a commercial purpose
  - Use as part of, or in conjunction with, a mailing list
  - Send unsolicited marketing emails (spam)
  - Selling or sharing data assigned to the chapter with other chapters or other individuals or entities.

Infractions will result in disciplinary action including the revocation of access to the AMS.

#### **POLICY REVIEW**

This policy will be reviewed and updated periodically. In this regard, any staff members who wish to make any comments about the policy may forward their suggestions to the Data Manager.

#### **FURTHER ASSISTANCE**

Any staff member who requires assistance in understanding this policy should first consult their appointed Data Steward who is responsible for the implementation and operation of these arrangements. Should further assistance be needed, the staff member should contact the TXCPA Data Manager.

#### **ACCEPTANCE OF TERMS OF USE**

These terms govern your use of TXCPA's AMS. By using the AMS, you accept this policy in full. If you do not agree to the terms set forth in this disclaimer, do not use TXCPA's AMS system.

#### **MODIFICATIONS TO TERMS OF USE**

TXCPA may revise this disclaimer from time to time. You are responsible for regularly revisiting this policy to ensure that you are familiar with the current version.

**EFFECTIVE DATE: May 2, 2022**

## **DEFINITION AND TERMS**

To establish operational definitions and facilitate ease of reference, the following terms are defined:

**Access** – The right to read, copy, or query data.

**Data or Association Data** – A general term used to refer to the association's information resources and administrative records which can generally be assigned to one of three categories:

- Individual data – Individual profile, personal information and demographic data
- TXCPA transaction data – information related to TXCPA event attendance, product sales, contributions and Society involvement
- Chapter transaction data - information related to chapter event attendance, product sales, contributions and chapter involvement

All system data will be used to help measure member engagement for the purpose of member retention.

**Data Manager** – TXCPA staff member who has operational responsibilities in assisting data users with day-to-day data administration activities; including, but not limited to development, maintenance, distribution and secure access of association data. Data Manager is expected to have high level knowledge and expertise in the content of data within their area of responsibility.

**Data Steward** – Primary contact at each chapter who serves as an internal resource and is responsible for adherence to the Data Governance Policy.

**Data Users** – Any TXCPA staff member or chapter staff member who accesses, inputs, amends, deletes, extracts or analyzes data to carry out their day-to-day duties.

A Data User is responsible for:

- Ensuring that their access to the data does not jeopardize data security and privacy.
- Not allowing their usernames or passwords to be used by any other person or accessing data on behalf of any other person (any person who wishes to access data should apply to the data manager for authorization).
- Ensuring that paper documents with member/customer information are stored securely and are not viewable by others during use.
- Reporting any breach or suspected breach of data security or privacy to the Data Manager.
- Signing an acknowledgement of their obligations to protect data privacy.
- Reporting data that is incomplete, inaccurate or requires an update.
- Complying with relevant policies and procedures.

**Integrity or data integrity** – Refers to the accuracy and consistency of data over its entire lifecycle.

**Quality or data quality** – Refers to the validity, relevancy and currency of data.

**Security** – Refers to the safety of association data in relation to the following criteria:

- Access control;
- Authentication;
- Effective incident detection, reporting and solution;
- Physical and virtual security; and change management and version control.

## **ADDENDUM – USER PERMISSIONS**

### **Data users from chapters who do not use the TXCPA AMS to manage chapter operations**

Data users from chapters who are not operating their chapter by using the TXCPA AMS have read-only rights and cannot make any edits or perform functions in the AMS. Any necessary changes should be directed to the TXCPA Member Services Team. Standard reports are available through the Chapter Leader Portal. Any other data requests should be directed to the TXCPA Data Manager or Member Services Team.

### **Data users from chapters who are operating their chapter utilizing the AMS platform can perform the following functions:**

- Create events
- Process event registrations, cancellations and the creation of invoices for chapter events and contributions
- Apply payments to invoices for chapter events and contributions
- Set up and manage chapter committees

### **The Chapter Data Steward and Data Users can update the following information within individual records:**

- Individual home addresses
- Home and cell phone numbers
- Personal and business email addresses
- Notes on contact and changes

The Data Steward can control batch management for their business unit.

They should not make changes to linked data, which includes organization relations, chapter membership, and sponsor relations. Members can also be directed to the TXCPA website to initiate changes on their member profile.

### **TXCPA Member Services Team will handle the following:**

- Linking of individuals to organizations
- Any organization updates
- Change in status for deceased members
- Changes in member type or status
- Change in assigned chapter
- State event and committee participation
- Deletion of records
- Merging of duplicate records



## **Data Governance Policy Acknowledgement**

I have read and understand the Texas Society of CPAs' Data Governance policy. I have completed training as noted below, and I agree to follow the policy as outlined.

Signature:

TXCPA Department or Chapter:

Date:

Training Completed:

NetForum 101

Events Module

Invoices/Registrations

Committees