

The Background Screening Credentialing Council

The Background Screening Credentialing Council volunteer members drafted the following response to questions about the BSAAP Standard, version 2.0, effective April 6, 2018. This letter is an informal discussion of the question posed and does not constitute a legal opinion of the BSCC.

TITLE: Remote Workforce

This is a supplement to a letter issued in March 2019 about the same issue.

Issue: *We are a small background screening company considering moving our entire workforce to a remote work model. Assuming we had the proper security protocols in place, would this impact our ability to become accredited or is there anything we need to consider/put in place that's unique based on this business model?*

Response:

The BSCC reaffirms the position taken in the March 2019 letter addressing the issue outlined above.

As a practical matter, and for compliance with law, background screening firms must have physical office space for the following reasons:

- Consumer reporting laws require the provision of a mailing address for CRAs. Furthermore, CRAs may be required to send copies of consumer reports or other personal information by mail from time to time. Because personal information may be exchanged by mail, background screening companies must have a secure location at which to prepare, send, receive, process and store paper communications.
- Consumer reporting laws allow consumers the option to inspect a consumer report in person at the place of business of the CRA [see FCRA 610(b)(2)(a)].
- Credit bureaus which supply consumer information to background screening companies frequently require a physical location which can be inspected before allowing access to credit reports.

For these reasons, the BSCC does not believe that a background screening company can comply with the Standard without having a secure physical office space which is not a private home.