

SOP - IP Address Disclosure and Requests

Information

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Title SOP - IP Address Disclosure and Requests

Summary An **IP address** is a unique string of numbers separated by periods that identifies each computer using the **Internet Protocol** to communicate over a network. **Example: 12.345.67.89**

Anytime Client Care sees an **IP address** in an email or any other correspondence, the information is **company property** and should remain internal. Client Care must **NOT, in any circumstance, disclose it** to anyone outside the company.

Clients may call asking for the **IP address** associated with a purchase made on their account.

Requests for the IP address associated with a purchase made at a Manheim location can only be pulled if **requested by an auction employee**. The request should be escalated to **Tier 2** for processing. Assign an **URGENT priority** to this Tier 2 escalation because a time-sensitive arbitration claim often is awaiting the IP address trace.

The IP address is **unable to be pulled for independent auctions**.

Comments _____

Additional Comments

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