

CONTINUOUS CRIMINAL MONITORING

WHAT EMPLOYEES SHOULD KNOW

Your employer uses InfoMart's Continuous Criminal Monitoring (CCM) service as part of its safety and risk management program. This document answers the questions employees ask most often. If you have a question that isn't covered here, reach out to your HR contact.

WHY IS MY EMPLOYER DOING THIS?

CCM is a safety and risk tool your employer uses to keep the workplace secure — by flagging new arrest activity that could signal a risk to coworkers, customers, or company property, it gives your employer a chance to address a potential concern before it plays out on the job rather than after. It also gives HR a way to step in early and offer support if an employee is going through something difficult, rather than finding out about it secondhand or not at all.

WHY DO I HAVE TO PROVIDE CONSENT MORE THAN ONCE?

Background screening laws require a fresh, specific authorization for ongoing monitoring — it's a separate legal requirement from the consent you gave when you were first hired. Some states (California, for example) have their own rules about how and when that consent needs to be renewed. It's not a sign anything has changed on your employer's end; it's what keeps the process compliant on both sides.

WHAT WILL YOU DO WITH THE INFORMATION?

That depends on your employer's internal policies, not on InfoMart. We deliver the information to your employer's designated contact; how they act on it (or if they act on it at all) is governed by their own procedures and by federal and state law, including the FCRA's requirements around notice and an opportunity to respond before any employment decision is made.

WHAT SHOULD I EXPECT? WHAT SHOWS UP?

If a new arrest record is matched to you, your employer's designated contact receives an alert. This monitors for any booking event — it's not limited to specific charge types. Depending on your employer's settings, that alert may go to them right away, or it may only be forwarded if the case moves further into the court system. If a case is found and reported, you will receive a copy of the report. Your employer decides how to act on the information, if at all.

HOW DO I DISPUTE SOMETHING?

If you believe a record is inaccurate or doesn't belong to you, you can dispute it through our Applicant Advocates InfoMart's dedicated team for consumer disputes. You can reach them by phone (866-875-7398.), by email (consumercompliance@infomart-usa.com), or [directly through the Applicant Advocate website](#), and they'll walk you through what's needed to investigate and correct the record.

WHERE CAN I READ INFOMART'S PRIVACY POLICY?

You can review how InfoMart collects, uses, and protects your information in our [Privacy Policy](#).

