NPRRA BEST PRACTICES

Mission

As the Premier Industry Resource, we establish benchmarks for industry "Best Practices." Best practices are guidelines and recommendations for NPRRA member companies. There are many benefits for companies who apply these best practice guidelines. For example, an important benefit is promoting effective relations and the development of mutual trust between both members and the government officials who maintain public records.

Ethics

- Members should act in accordance with NPRRA standards and should not engage in misleading marketing practices.
- Members should foster a sense of professionalism in the public records research industry and avoid conduct that brings the industry into disrepute.
- Read full **Code of Ethics**.

Corporate Governance

- E&O/General Liability Insurance should be in place, as applicable.
- Good standing status should be maintained in all states registered – on both a Secretary of State and Revenue level with appropriate licenses and bonding, as applicable.
- Disaster Recovery plans (to include daily backup of files, customer information, etc.) should be in place.
- OFAC/BIS checks should be performed on customers and vendors.

Employees/Staff Development

- **NPRRA Training Institute** or other industry-related seminars/courses should be used to properly train employees.
- Criminal or standard state pre-employment screening checks should be performed on new employees.

Technology/Systems

- Security protocols should be in place to protect sensitive client information.
- Ensure your network is secure via hardware/software and strong passwords.
- Ensure your staff have cybersecurity training and know how to avoid risks that would compromise network or data.

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