

Maine Immigrants' Rights Coalition

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Information Request Policy Immigrant Defense Hotline and LighthouseME

The Maine Immigrants' Rights Coalition (MIRC) operates the Immigrant Defense Hotline and Lighthouse ME projects (hereafter "Hotline System") which are repositories of information related to service referral needs, immigration agent sightings, and other information related to our coalition and hotline management. The Hotline System may retain, but not make publicly accessible, certain information for the security of the Hotline System and individual people.

This Policy governs the process through which parties with a direct interest in the content may request non-public information retained by the Hotline System through a request form. Please note that MIRC Data Collection, Retention, and Privacy are governed by MIRC's [Terms and Conditions](#) and [Privacy Policy](#).

Hotline System Information Overview

The Hotline System receives information through **Aricall** (call/ text history, Photos, etc), the **Operator Call Log Form** (text-based hotline call content information), **Verifier Form Data** (text-based sighting verification information, Photos, videos), **Public Video Submission Form** (text-based sighting information, Photos, videos), and **Third Party Sources**. These datasets are aggregated into our private server for cleaning, analysis, select public access and visualizations, and private archival, according to our Terms and Condition and Privacy Policies. Other data collected by MIRC, and not itemized above, will not be provided through this Information Request Policy.

Information Publicly Accessible through LighthouseME

The LighthouseME project has a mission to illuminate the impacts of immigration enforcement activities on Maine through publicly accessible datasets and evaluative reports. As such, MIRC and the Hotline System may make the following information publicly accessible through lighthouseme.org. MIRC and the Hotline system reserve the right to withhold information at its discretion. Information typically available through LighthouseME is believed to be of best interest to our community and low risk to individuals, including but not limited to:

- **Aricall Data** - Call volume/ time, call time/day, blocked numbers
- **Call Form data** - detention location/ town, aggregate service request types, aggregate caller languages, aggregate caller demographic information.
- **Verifier Form Data** - detention location/ town, confirmed sighting location/ town, approved photo/ video evidence.
- **Public Video Submission Data** - detention location/ town, confirmed sighting location/ town, approved photo/ video evidence.
- **Third-party sources** - Deportation Data Project, and other relevant reports to be highlighted through lighthouseme.org.

Information NOT Publicly Accessible through LighthouseME

The MIRC and the Hotline System follow a strict data retention policy for the protection of the community and may choose not to disclose information collected through the Hotline System for any reason. Information typically excluded from public access through LighthouseME includes, but is not limited to:

- **Aircall Data** - phone numbers, other personally identifiable call data
- **Call Form Data** - any personally identifiable information, including caller information or specific text-based sighting details.
- **Verifier Data** - any personally identifiable information, including verifier information, specific text-based sighting details, unapproved photos/ videos
- **Public Video Submission Data** - any personally identifiable information, including verifier information, specific text-based sighting details, unapproved photos/ videos

Please note: According to our [Terms and Conditions](#), MIRC and the Hotline System “will not identify or credit...[individuals] in connection with the content without...express consent.” Therefore, MIRC will not provide personal information of any individuals to third parties requesting said information without the individual’s express consent.

Information Request Process

MIRC and the Hotline System receive requests for non-public information through a request form. Persons with a direct interest in the information (“Eligible Persons”) are eligible to receive information through this request process. Eligible Persons include the following, along with their legal representatives: individual targets of enforcement operations who are connected to the information, other persons appearing or referenced in the information (such as bystanders), and government agencies with a direct interest in the information. Individual members of the public, press, or other organizations are not generally permitted access to non-public materials. The Process for information request is managed through this form publicly available on [LighthouseME.org](https://www.lighthouseme.org). MIRC staff may take as long as needed to respond to a request for information, may adopt a fee schedule for searches, or may elect not to respond.

Information Request Review Process

MIRC programs, advocacy, and data management staff regularly review Information Request Form submissions. MIRC staff will review requests for general eligibility, and may approve, deny or non-respond to requests as it deems appropriate in its sole discretion. Requests may be approved partially, in full, and/ or with requester viewing and use conditions. This policy is intended to provide clarity, to benefit and protect MIRC’s community, and to facilitate access to information by persons who are directly related to it. This policy does not create any third party rights or beneficiaries of any kind. MIRC expressly disclaims and denies any obligation or liability to any person pursuant to this policy or any of the policies or programs referenced.

Information Provision Process

If an information request is approved in part or in full, MIRC's staff will furnish approved information utilizing any viewing/ use conditions required. MIRC will do its best to be timely and furnish information before the requested date of provision.

As part of approval, MIRC may choose to restrict information view or use by:

- **View Restriction** - Information provided via temporary screensharing
- **Use Restriction** - Requirement that the requesting organization complete a Confidentiality agreement barring certain public use of requested information without MIRC's additional permission.

Overriding Permission

MIRC reserves the right to share information outside of the terms of this policy.