



NCUA
National Credit Union Administration

Privacy Impact Assessment for MicroPact iComplaints

Fiscal Year 2018

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PIA for MicroPact iComplaints • FY2018

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About this Document

A Privacy Impact Assessment (PIA) is an analysis of how PII is handled to ensure that handling conforms to applicable privacy requirements, determine the privacy risks associated with an information system or activity, and evaluate ways to mitigate privacy risks. A PIA is both an analysis and a formal document detailing the process and the outcome of the analysis.

Program offices and system owners are required to complete a PIA whenever they develop, procure, or use information technology to create, collect, use, process, store, maintain, disseminate, disclose, or dispose of PII.¹ Completion of a PIA is a precondition for the issuance of an authorization to operate.²

A PIA form (and an automatic workflow and streamlined review and approval process) has been developed for consistency and ease of use. The form, and additional guidance about PIAs, is available for NCUA staff on the [Privacy team's intranet site](#).

The Privacy team is responsible for reviewing and approving PIAs, preparing approved PIAs for publication, and otherwise managing the PIA process.

Basic Information about the System

System Name: MicroPact iComplaints

NCUA Office Owner: OMWI

System Manager: [REDACTED]

Authority

NCUA should only create, collect, use, process, store, maintain, disseminate, or disclose PII if it has authority to do so, and such authority should be identified in the appropriate notice.

¹ 44 U.S.C. § 3501, note; Pub. L. 107-347, § 208(b).

² OMB Memorandum M-14-04, *Fiscal Year 2013 Reporting Instructions for the Federal Information Security Act and Agency Privacy Management* (2013).



Authority for the System

42 U.S.C. § 2000e-16

Purpose Specification and Use Limitation

NCUA should provide notice of the specific purpose for which PII is collected and should only use, process, store, maintain, disseminate, or disclose PII for a purpose that is explained in the notice and is compatible with the purpose for which the PII was collected, or that is otherwise legally authorized.

Purpose of the System

The information is collected for the administration, processing, and resolution of complaints per EEOC Management Directive (MD)-110 and per the Code of Federal Regulations (CFR) 29, Part 1614 --Federal Sector Equal Employment Opportunity. This information is only collected on persons who file informal and formal EEO complaints--that includes current employees, former employees, contractors, and applicants for employment.

Intended Use of the PII Collected

NCUA will use the information to analyze complaint activity and trends, and to track and monitor the stage, status, and length of time elapsed at each stage of the complaint process in order to be in compliance with applicable time frames as mandated in EEOC MD-110 and CFR 29, Part 1614. The information will also be used for reporting and statistical purposes with personal identifiers removed.

Sharing of the PII

The information is shared with OMWI staff--usually the OMWI Director and an EEO assistant, or third-party EEO counselors, mediators, EEO investigators, Final Agency Decision (FAD) preparers, EEOC officials, and other neutral parties during the informal or formal phases of the complaint process.

Minimization

NCUA should only create, collect, use, process, store, maintain, disseminate, or disclose PII that is directly relevant and necessary to accomplish a legally



authorized purpose, and should only maintain PII for as long as is necessary to accomplish that purpose.

Types of PII Collected

Name, Date of Birth, Work and Home Mailing Addresses, Work and Home Phone Numbers, Disability Information, Alternate Dispute Resolution (ADR) information, Protected Class Information (race, age, national origin, color, disability, religion, sex--including sexual harassment), genetic information, status as a parent, prior EEO activity), and other identifying information pertinent to the filing of an EEO complaint. This information is collected on persons who have filed informal and formal EEO complaints--that includes current employees, former employees, contractors, and applicants for employment; and the information will be included in the EEO complaint.

Individual Participation

NCUA should involve the individual in the process of using PII and, to the extent practicable, seek individual consent for the creation, collection, use, processing, storage, maintenance, dissemination, or disclosure of PII. NCUA should also establish procedures to receive and address individuals' privacy-related complaints and inquiries.

Opportunity for Consent

Due to the nature of this system, there is not an opportunity to ask individuals to consent.

Procedures to Address Individuals' Privacy Related Complaints and Inquiries

The Privacy team knows that complaints, concerns, and questions from individuals can be a valuable source of input that improves operational models, uses of technology, data collection practices, and privacy safeguards. To facilitate this type of feedback, the Privacy team has established the Privacy Complaint Process to receive and respond to complaints, concerns, and questions from individuals about NCUA's privacy practices. The process is described on [NCUA's privacy website](#). The Privacy team appropriately records and tracks complaints, concerns, and questions to ensure prompt remediation.



Quality and Integrity

NCUA should create, collect, use, process, store, maintain, disseminate, or disclose PII with such accuracy, relevance, timeliness, and completeness as is reasonably necessary to ensure fairness to the individual.

Source of the PII

The data is collected from EEO complaints filed by current employees, former employees, and applicants for employment.

Security

NCUA should establish administrative, technical, and physical safeguards to protect PII commensurate with the risk and magnitude of the harm that would result from its unauthorized access, use, modification, loss, destruction, dissemination, or disclosure.

Safeguards

The physical PII is kept in locked file cabinets inside of a file room.

Transparency

NCUA should be transparent about information policies and practices with respect to PII, and should provide clear and accessible notice regarding creation, collection, use, processing, storage, maintenance, dissemination, and disclosure of PII.

Applicable SORN

This system is covered by EEOC/GOVT-1.

Availability of Privacy Notices

The SORN and PIA for the MicroPact iComplaints are publicly available on [the privacy page of NCUA's website](#).



Accountability

NCUA should be accountable for complying with these principles and applicable privacy requirements, and should appropriately monitor, audit, and document compliance. NCUA should also clearly define the roles and responsibilities with respect to PII for all employees and contractors, and should provide appropriate training to all employees and contractors who have access to PII.

Compliance with the Fair Information Privacy Principles

As evidenced by this PIA (and the other information publicly available on [the privacy page of NCUA's website](#)), NCUA is committed to achieving and maintaining compliance with the Fair Information Privacy Principles.

Roles and Responsibilities of NCUA Staff

As detailed in the NCUA Computer Security Rules of Behavior, all NCUA staff are responsible for protecting PII from unauthorized exposure and for reducing the volume and types of PII necessary for program functions. Staff must protect all PII that they handle, process, compile, maintain, store, transmit, or report on in their daily work.

To protect PII, staff must use proper collection, storage, transportation, transmission, and disposal methods, must not access PII beyond what they need to complete their job duties, and must not disclose PII to unauthorized parties. Managers are also responsible for providing their subordinates with context-specific practical guidance about protecting PII.

All NCUA staff are required to review and acknowledge receipt and acceptance of the Rules of Behavior upon gaining access to NCUA's information systems and associated data.

Failure to protect PII may result in administrative sanctions, and criminal and/or civil penalties.³

³ 5 U.S.C. § 552a(i)(3); NCUA Computer Security Rules of Behavior.



Training

Together with the Office of Human Resources, the Privacy team ensures that new employees complete mandatory privacy training, and all existing employees and contractor employees complete privacy refresher training once every fiscal year. NCUA staff electronically certify acceptance of their privacy responsibilities as a part of annual privacy refresher training. The Privacy team keeps auditable records of completion of all mandatory trainings.

Approval

This PIA was approved by or on behalf of the Senior Agency Official for Privacy on 10/2/17.

