

# Privacy and Civil Liberties Impact Assessment

Template version 4.4



Pay.gov

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**Bureau Certifying Official**

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Department of the Treasury

The mission of the Bureau of the Fiscal Service (Fiscal Service) is to promote the financial integrity and operational efficiency of the federal government through exceptional accounting, financing, collections, payments, and shared services.

This Privacy and Civil Liberties Impact Assessment (PCLIA) is a public document and will be made available to the general public via the Fiscal Service Privacy and Civil Liberties Impact Assessment (PCLIA) webpage ([PCLIA WEBPAGE](#)).

## Section 1: Introduction

It is the policy of the Department of the Treasury (“Treasury” or “Department”) and its Bureaus to conduct a Privacy and Civil Liberties Impact Assessment (“PCLIA”) when personally identifiable information (“PII”) is maintained in a system or by a project. PCLIA’s are required for all systems and projects that collect, maintain, or disseminate PII, regardless of the manner in which the information is retrieved.

This assessment is being completed pursuant to Section 208 of the E-Government Act of 2002 (“E-Gov Act”), 44 U.S.C. § 3501, Office of the Management and Budget (“OMB”) Memorandum 03-22, “OMB Guidance for Implementing the Privacy Provisions of the E-Government Act of 2002,” and Treasury Directive 25-07, “Privacy and Civil Liberties Impact Assessment (PCLIA).”

## Section 2: Definitions

**Agency** – means any entity that falls within the definition of the term “executive agency” as defined in 31 U.S.C. § 102.

**Certifying Official** – The Bureau Privacy and Civil Liberties Officer(s) who certify that all requirements in TD and TD P 25-07 have been completed so a PCLIA can be reviewed and approved by the Treasury Deputy Assistant Secretary for Privacy, Transparency, and Records.

**Collect (including “collection”)** – means the retrieval, receipt, gathering, or acquisition of any PII and its storage or presence in a Treasury system. This term should be given its broadest possible meaning.

**Contractors and service providers** – are private companies that provide goods or services under a contract with the Department of the Treasury or one of its bureaus. This includes, but is not limited to, information providers, information processors, and other organizations providing information system development, information technology services, and other outsourced applications.

**Data mining** – means a program involving pattern-based queries, searches, or other analyses of 1 or more electronic databases, where – (a) a department or agency of the federal government, or a non-federal entity acting on behalf of the federal government, is conducting the queries, searches, or other analyses to discover or locate a predictive pattern or anomaly indicative of terrorist or criminal activity on the part of any individual or individuals; (b) the queries, searches, or other analyses are not subject-based and do not use personal identifiers of a specific individual, or inputs associated with a specific individual or group of individuals, to retrieve information from the database or databases; and (c) the purpose of the queries, searches, or other analyses is not solely – (i) the detection of fraud, waste, or abuse in a government agency or program; or (ii) the security of a government computer system.

**Disclosure** – When it is clear from its usage that the term “disclosure” refers to records provided to the public in response to a request under the Freedom of Information Act (5 U.S.C. § 552, “FOIA”) or the Privacy Act (5 U.S.C. § 552a), its application should be limited in that manner. Otherwise, the term should be interpreted as synonymous with the terms “sharing” and “dissemination” as defined in this manual.

**Dissemination** – as used in this manual, is synonymous with the terms “sharing” and “disclosure” (unless it is clear from the context that the use of the term “disclosure” refers to a FOIA/Privacy Act disclosure).

**E-Government** – means the use of digital technologies to transform government operations to improve effectiveness, efficiency, and service delivery.

**Federal information system** – means a discrete set of information resources organized for the collection, processing, maintenance, transmission, and dissemination of information owned or under the control of a federal agency, whether automated or manual.

**Final Rule** – After the NPRM comment period closes, the agency reviews and analyzes the comments received (if any). The agency has the option to proceed with the rulemaking as proposed, issue a new or modified proposal, or withdraw the proposal before reaching its final decision. The agency can also revise the supporting analyses contained in the NPRM (e.g., to address a concern raised by a member of the public in response to the NPRM).

**Government information** – means information created, collected, used, maintained, processed, disseminated, or disposed of by or for the federal government.

**Individual** – means a citizen of the United States or an alien lawfully admitted for permanent residence. If a question does not specifically inquire about or an issue does not clearly involve a [Privacy Act system of records](#), the term should be given its common, everyday meaning. In certain contexts, the term individual may also include citizens of other countries who are covered by the terms of an international or other agreement that involves information stored in the system or used by the project.

**Information** – means any representation of knowledge such as facts, data, or opinions in any medium or form, regardless of its physical form or characteristics. This term should be given the broadest possible meaning. This term includes, but is not limit to, information contained in a [Privacy Act system of records](#).

**Information technology (IT)** – means any equipment or interconnected system or subsystem of equipment, used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency, if the equipment is used by the executive agency directly or is used by a contractor under a contract with the executive agency that requires the use: (i) of that equipment; or (ii) of that equipment to a significant extent in the performance of a service or the furnishing of a product. It includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance),

peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including support services), and related resources; but does not include any equipment acquired by a federal contractor incidental to a federal contract. Clinger-Cohen Act of 1996, 40 U.S.C. § 11101(6).

**Major Information system** – embraces “large” and “sensitive” information systems and means “a system or project that requires special management attention because of its importance to an agency mission; its high development, operating, or maintenance costs; or its significant role in the administration of agency programs, finances, property, or other resources.” OMB Circular A-130, § 6.u. This definition includes all systems that contain [PII](#) and are rated as “MODERATE or HIGH impact” under Federal Information Processing Standard 199.

**National Security systems** – a telecommunications or information system operated by the federal government, the function, operation or use of which involves: (1) intelligence activities, (2) cryptologic activities related to national security, (3) command and control of military forces, (4) equipment that is an integral part of a weapon or weapons systems, or (5) systems critical to the direct fulfillment of military or intelligence missions, but does not include systems used for routine administrative and business applications, such as payroll, finance, logistics, and personnel management. Clinger-Cohen Act of 1996, 40 U.S.C. § 11103.

**Notice of Proposed Rule Making (NPRM)** – the Privacy Act (Section (J) and (k)) allow agencies to use the rulemaking process to exempt particular systems of records from some of the requirements in the Act. This process is often referred to as “notice-and-comment rulemaking.” The agency publishes an NPRM to notify the public that the agency is proposing a rule and provides an opportunity for the public to comment on the proposal before the agency can issue a final rule.

**Personally Identifiable Information (PII)** –any information that can be used to distinguish or trace an individual’s identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

**Privacy and Civil Liberties Impact Assessment (PCLIA)** – a PCLIA is:

- (1) a *process* conducted to: (a) identify privacy and civil liberties risks in systems, programs, and other activities that maintain [PII](#); (b) ensure that information systems, programs, and other activities comply with legal, regulatory, and policy requirements; (c) analyze the privacy and civil liberties risks identified; (d) identify remedies, protections, and alternative or additional privacy controls necessary to mitigate those risks; and (e) provide notice to the public of privacy and civil liberties protection practices.
- (2) a *document* that catalogues the outcome of that privacy and civil liberties risk assessment process.

**Protected Information** – as the term is used in this PCLIA, protected information the same definition given to that term in TD 25-10, section 4.

**Privacy Act Record** – any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, the individual’s education, financial transactions, medical history, and criminal or employment history and that contains the individual’s name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or voice print or a photograph. 5 U.S.C. § 552a (a)(4).

**Reviewing Official** – The Deputy Assistant Secretary for Privacy, Transparency, and Records who reviews and approves all PCLIAAs as part of her/his duties as a direct report to the Treasury Senior Agency Official for Privacy.

**Routine Use** – with respect to the disclosure of a record outside of Treasury (i.e., external sharing), the sharing of such record for a purpose which is compatible with the purpose for which it was collected 5 U.S.C. § 552a(a)(7).

**Sharing** – any Treasury initiated distribution of information to government employees or agency contractors or grantees, including intra- or inter-agency transfers or exchanges of Treasury information, regardless of whether it is covered by the Privacy Act. It does not include responses to requests for agency records under FOIA or the Privacy Act. It is synonymous with the term “dissemination” as used in this assessment. It is also synonymous with the term “disclosure” as used in this assessment unless it is clear from the context in which the term is used that it refers to disclosure to the public in response to a request for agency records under FOIA or the Privacy Act.

**System** – as the term used in this manual, includes both federal information systems and information technology.

**System Owner** – Official responsible for the overall procurement, development, integration, modification, or operation and maintenance of a system.

**System of Records** – a group of any records under the control of Treasury from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual. 5 U.S.C. § 552a (a)(5).

**System of Records Notice** – Each agency that maintains a system of records shall publish in the *Federal Register* upon establishment or revision a notice of the existence and character of the system of records, which notice shall include: (A) the name and location of the system; (B) the categories of individuals on whom records are maintained in the system; (C) the categories of records maintained in the system; (D) each routine use of the records contained in the system, including the categories of users and the purpose of such use; (E) the policies and practices of the agency regarding storage, retrievability, access controls, retention, and disposal of the records; (F) the title and business address of the agency official who is responsible for the system of records; (G) the agency procedures whereby an individual can be notified at her/his request if the system of records contains a record pertaining to him; (H) the agency procedures whereby an individual can be notified at her/his request how she/he can gain access to any record pertaining to him contained in the system of records, and how she/he can contest its content; and (I) the categories of sources of records in the system. 5 U.S.C. § 552a (e)(4).

## Section 3: System Overview

### Section 3.1: System/Project Description and Purpose

The purpose of Pay.gov is to provide federal agencies with a transaction portal to use in processing forms, bill, authentication decisions, collections, and for obtaining information about those transactions. The information concerns federal agency transactions involving the public; both consumers and businesses.

PII is used to process electronic payment settlement.

It supports the mission of the Bureau by supporting their enterprise-wide commitment to processing electronic collections using Internet technologies. Pay.gov satisfies agency and consumer requests for electronic payment alternatives by providing the ability to complete forms, make payments, and submit queries twenty-four hours a day from any computer with Internet access.

Estimated Number of Individuals Whose Personally Identifiable Information is Maintained in the System or by the Project		
<input type="checkbox"/> 0 – 999	<input type="checkbox"/> 1000 – 9,999	<input type="checkbox"/> 10,000 – 99,999
<input type="checkbox"/> 100,000 – 499,999	<input type="checkbox"/> 500,000 – 999,999	<input checked="" type="checkbox"/> 1,000,000 – 9,999,999
<input type="checkbox"/> 10,000,000 – 99,999,999	<input type="checkbox"/> 100,000,000 – 999,999,999	<input type="checkbox"/> 1,000,000,000 +

### Section 3.2: Authority to Collect

The authorities for operating this system or performing this project are:  
5 U.S.C 301 Departmental Regulations  
31 U.S.C 321 General Authority of the Secretary  
31 U.S/C chapter 33 Depositing, keeping, and paying money  
31 U.S.C 3720 Collections of Payments

## Section 4: Information Collection

### Section 4.1: Relevant and Necessary

**Section 4.1(a)** Please check all of the following that are true:

- None of the [PII](#) maintained in the system or by the project is part of a [Privacy Act system of records](#);
- All of the [PII](#) maintained in the system or by the project is part of a [system of records](#) and none of it is exempt from the [Privacy Act](#) relevant and necessary requirement;
- All of the [PII](#) maintained in the system or by the project is part of a [system of records](#) and all of it is exempt from the [Privacy Act](#) relevant and necessary requirement;

4.  Some, but not all, of the [PII](#) maintained in the system or by the project is part of a [system of records](#) and the records to which the [Privacy Act](#) applies are exempt from the relevant and necessary requirement; and
5.  Some, but not all, of the [PII](#) maintained in the system or by the project is part of a [system of records](#) and none of the records to which the [Privacy Act](#) applies are exempt from the relevant and necessary requirement.

**[Section 4.1\(b\)](#)**  Yes  No  N/A With respect to [PII](#) maintained in the system or by the project that is subject to the [Privacy Act's](#) relevant and necessary requirement, was an assessment conducted prior to collection (e.g., during [Paperwork Reduction Act](#) analysis) to determine which [PII](#) types (see [Section 4.2](#) below) were relevant and necessary to meet the system's or project's mission requirements?

**[Section 4.1\(c\)](#)**  Yes  No  N/A With respect to [PII](#) currently maintained in the system or by the project that is subject to the [Privacy Act's](#) relevant and necessary requirement, is the [PII](#) limited to only that which is relevant and necessary to meet the system's or project's mission requirements?

**[Section 4.1\(d\)](#)**  Yes  No  N/A With respect to [PII](#) maintained in the system or by the project that is subject to the [Privacy Act's](#) relevant and necessary requirement, is there a process to continuously reevaluate and ensure that the [PII](#) remains relevant and necessary?

## **[Section 4.2: PII and/or information types or groupings](#)**

To perform their missions, federal agencies must necessarily collect various types of information. The checked boxes below represent the types of information maintained in the system or by the project. Information identified below is used by the system or project to fulfill the purpose stated in [Section 3.2](#) – Authority to Collect.

<b>Biographical/General Information</b>		
<input checked="" type="checkbox"/> Name	<input type="checkbox"/> Gender	<input type="checkbox"/> Group/Organization Membership
<input type="checkbox"/> Date of Birth	<input type="checkbox"/> Race	<input type="checkbox"/> Military Service Information
<input checked="" type="checkbox"/> Home Physical/Postal Mailing Address	<input type="checkbox"/> Ethnicity	<input checked="" type="checkbox"/> Personal Home Phone or Fax Number
<input checked="" type="checkbox"/> Zip Code	<input checked="" type="checkbox"/> Personal Cell Number	<input type="checkbox"/> Alias (including nickname)
<input checked="" type="checkbox"/> Business Physical/Postal Mailing Address	<input checked="" type="checkbox"/> Business Cell Number	<input type="checkbox"/> Business Phone or Fax Number
<input checked="" type="checkbox"/> Personal e-mail address	<input type="checkbox"/> Nationality	<input type="checkbox"/> Mother's Maiden Name
<input checked="" type="checkbox"/> Business e-mail address	<input type="checkbox"/> Country of Birth	<input type="checkbox"/> Spouse Information
<input checked="" type="checkbox"/> Personal Financial Information (including loan information)	<input type="checkbox"/> City or County of Birth	<input type="checkbox"/> Children Information
<input checked="" type="checkbox"/> Business Financial Information (including loan information)	<input type="checkbox"/> Immigration Status	<input type="checkbox"/> Information about other relatives.

<input type="checkbox"/> Marital Status	<input type="checkbox"/> Citizenship	<input type="checkbox"/> Professional/personal references or other information about an individual's friends, associates or acquaintances.
<input type="checkbox"/> Religion/Religious Preference	<input type="checkbox"/> Device settings or preferences (e.g., security level, sharing options, ringtones).	<input type="checkbox"/> Global Positioning System (GPS)/Location Data
<input type="checkbox"/> Sexual Orientation	<input checked="" type="checkbox"/> User names, avatars, etc.	<input type="checkbox"/> Secure Digital (SD) Card or Other Data stored on a card or other technology
<input type="checkbox"/> Cell tower records (e.g., logs, user location, time etc.)	<input type="checkbox"/> Network communications data	<input type="checkbox"/> Cubical or office number
<input type="checkbox"/> Contact lists and directories (known to contain personal information)	<input type="checkbox"/> Contact lists and directories (not known to contain personal information, but uncertain)	<input type="checkbox"/> Contact lists and directories (known to contain only business information)
<input type="checkbox"/> Education Information	<input type="checkbox"/> Resume or curriculum vitae	<input type="checkbox"/> Other (please describe):
<input type="checkbox"/> Other (please describe):	<input type="checkbox"/> Other (please describe):	<input type="checkbox"/> Other (please describe):

Identifying Numbers	
<input type="checkbox"/> Full Social Security number	<input type="checkbox"/> Health Plan Beneficiary Number
<input type="checkbox"/> Truncated/Partial Social Security number (e.g., last 4 digits)	<input type="checkbox"/> Alien Registration Number
<input type="checkbox"/> Personal Taxpayer Identification Number	<input type="checkbox"/> Business Taxpayer Identification Number (If known: <input type="checkbox"/> sole proprietor; <input type="checkbox"/> non-sole proprietor)
<input checked="" type="checkbox"/> Personal Credit Card Number	<input checked="" type="checkbox"/> Business Credit Card Number (If known: <input type="checkbox"/> sole proprietor; <input type="checkbox"/> non-sole proprietor)
<input type="checkbox"/> Personal Vehicle Identification Number	<input type="checkbox"/> Business Vehicle Identification Number (If known: <input type="checkbox"/> sole proprietor; <input type="checkbox"/> non-sole proprietor)
<input type="checkbox"/> Personal License Plate Number	<input type="checkbox"/> Business License Plate Number (If known: <input type="checkbox"/> sole proprietor; <input type="checkbox"/> non-sole proprietor)
<input type="checkbox"/> File/Case ID Number (individual)	<input type="checkbox"/> File/Case ID Number (business) (If known: <input type="checkbox"/> sole proprietor; <input type="checkbox"/> non-sole proprietor)
<input type="checkbox"/> Personal Professional License Number	<input type="checkbox"/> Business Professional License Number (If known: <input type="checkbox"/> sole proprietor; <input type="checkbox"/> non-sole proprietor)
<input type="checkbox"/> Employee Identification Number	<input type="checkbox"/> Patient ID Number
<input checked="" type="checkbox"/> Business Bank Account Number	<input checked="" type="checkbox"/> Personal Bank Account Number
<input type="checkbox"/> Commercially obtained internet navigation/purchasing habits of individuals	<input type="checkbox"/> Government obtained internet navigation/purchasing habits of individuals
<input type="checkbox"/> Business License Plate Number (non-sole-proprietor)	<input type="checkbox"/> Driver's License Number
<input type="checkbox"/> Personal device identifiers or serial numbers	<input type="checkbox"/> Other Identifying Numbers (please describe): _____
<input type="checkbox"/> Passport Number and Passport information (including full name, passport number, DOB, POB, sex, nationality, issuing country photograph and signature) (use "Other" if some but not all elements are collected)	<input type="checkbox"/> Other Identifying Numbers (please describe): _____

**Medical/Emergency Information Regarding Individuals**



<input type="checkbox"/> Medical/Health Information	<input type="checkbox"/> Worker's Compensation Act Information	<input type="checkbox"/> Patient ID Number
<input type="checkbox"/> Mental Health Information	<input type="checkbox"/> Disability Information	<input type="checkbox"/> Emergency Contact Information (e.g., a third party to contact in case of emergency)
<input type="checkbox"/> Other (please describe): _____		

<b>Biometrics/Distinguishing Features/Characteristics of Individuals</b>		
<input type="checkbox"/> Physical description/ characteristics (e.g., hair, eye color, weight, height, sex, gender)	<input type="checkbox"/> Signatures	<input type="checkbox"/> Vascular scans
<input type="checkbox"/> Fingerprints	<input type="checkbox"/> Photos	<input type="checkbox"/> Retina/Iris Scans
<input type="checkbox"/> Palm prints	<input type="checkbox"/> Video	<input type="checkbox"/> Dental Profile
<input type="checkbox"/> Voice audio recording	<input type="checkbox"/> Scars, marks, tattoos	<input type="checkbox"/> DNA Sample or Profile
<input type="checkbox"/> Other (please describe): _____	<input type="checkbox"/> Other (please describe): _____	<input type="checkbox"/> Other (please describe): _____

<b>Specific Information/File Types</b>		
<input type="checkbox"/> Taxpayer Information/Tax Return Information	<input type="checkbox"/> Law Enforcement Information	<input type="checkbox"/> Security Clearance/Background Check Information
<input type="checkbox"/> Civil/Criminal History Information/Police Records (government source)	<input type="checkbox"/> Credit History Information (government source)	<input type="checkbox"/> Bank Secrecy Act Information
<input type="checkbox"/> Civil/Criminal History Information/Police Records (commercial source)	<input type="checkbox"/> Credit History Information (commercial source)	<input type="checkbox"/> National Security/Classified Information
<input type="checkbox"/> Protected Information (as defined in Treasury Directive 25-10)	<input type="checkbox"/> Case files	<input type="checkbox"/> Personnel Files
<input type="checkbox"/> Information provided under a confidentiality agreement	<input type="checkbox"/> Information subject to the terms of an international or other agreement	<input type="checkbox"/> Other (please describe): _____

<b>Audit Log and Security Monitoring Information</b>		
<input checked="" type="checkbox"/> User ID assigned to or generated by a user of Treasury IT	<input checked="" type="checkbox"/> Date and time an individual accesses a facility, system, or other IT	<input checked="" type="checkbox"/> Files accessed by a user of Treasury IT (e.g., web navigation habits)
<input type="checkbox"/> Passwords generated by or assigned to a user of Treasury IT	<input type="checkbox"/> Internet or other queries run by a user of Treasury IT	<input checked="" type="checkbox"/> Contents of files accessed by a user of Treasury IT
<input type="checkbox"/> Biometric information used to access Treasury facilities or IT	<input type="checkbox"/> Video of individuals derived from security cameras	<input type="checkbox"/> Public Key Information (PKI).
<input type="checkbox"/> Information revealing an individual's presence in a particular location as derived from security token/key fob, employee identification card scanners or other IT or devices	<input type="checkbox"/> Still photos of individuals derived from security cameras.	<input checked="" type="checkbox"/> Internet Protocol (IP) Address
<input type="checkbox"/> Other (please describe): _____	<input type="checkbox"/> Other (please describe): _____	<input type="checkbox"/> Other (please describe): _____

Other	
<input type="checkbox"/> Other (please describe: _____)	<input type="checkbox"/> Other (please describe: _____)
<input type="checkbox"/> Other (please describe: _____)	<input type="checkbox"/> Other (please describe: _____)

**Section 4.3: Sources of information and the method and manner of collection**

Individual Users of the System	Digital Wallet Providers	Financial Institutions	Fraud Monitoring Vendors
Specific <u>PII</u> identified in Section 4.2 that was acquired from this source: <u>Biographical/General Information &amp; Identifying Numbers</u> (identify all).	Specific <u>PII</u> identified in Section 4.2 that was acquired from this source: <u>Settlement Data</u> (identify all).	Specific <u>PII</u> identified in Section 4.2 that was acquired from this source: <u>Authorization and Settlement data</u> (identify all).	Specific <u>PII</u> identified in Section 4.2 that was acquired from this source: <u>Transaction Risk Scores</u> (identify all).
Manner in which information is acquired from source by the Treasury project/system: (select all that apply):	Manner in which information is acquired from source by the Treasury project/system: (select all that apply):	Manner in which information is acquired from source by the Treasury project/system: (select all that apply):	Manner in which information is acquired from source by the Treasury project/system: (select all that apply):
<input checked="" type="checkbox"/> From a paper or electronic form provided to individuals, the public or members of a particular group	<input type="checkbox"/> From a paper or electronic form provided to individuals, the public or members of a particular group	<input type="checkbox"/> From a paper or electronic form provided to individuals, the public or members of a particular group	<input type="checkbox"/> From a paper or electronic form provided to individuals, the public or members of a particular group
Please identify the form name (or description) and/or number (e.g., OMB Control Number): Pay.gov obtains forms information and edited bill information from end-users. Pay.gov also obtains collection information from end-users, as well as authentication information from end-users, including user profile information from its customers	Please identify the form name (or description) and/or number (e.g., OMB Control Number): _____	Please identify the form name (or description) and/or number (e.g., OMB Control Number): _____	Please identify the form name (or description) and/or number (e.g., OMB Control Number): _____
<input type="checkbox"/> Received in paper format other than a form.	<input type="checkbox"/> Received in paper format other than a form.	<input type="checkbox"/> Received in paper format other than a form.	<input type="checkbox"/> Received in paper format other than a form.

<input type="checkbox"/> Delivered to the project on disk or other portable device and uploaded to the system.	<input type="checkbox"/> Delivered to the project on disk or other portable device and uploaded to the system.	<input type="checkbox"/> Delivered to the project on disk or other portable device and uploaded to the system.	<input type="checkbox"/> Delivered to the project on disk or other portable device and uploaded to the system.
<input checked="" type="checkbox"/> Accessed and downloaded or otherwise acquired via the internet	<input type="checkbox"/> Accessed and downloaded or otherwise acquired via the internet	<input type="checkbox"/> Accessed and downloaded or otherwise acquired via the internet	<input type="checkbox"/> Accessed and downloaded or otherwise acquired via the internet
<input type="checkbox"/> Email	<input type="checkbox"/> Email	<input type="checkbox"/> Email	<input type="checkbox"/> Email
<input type="checkbox"/> Scanned documents uploaded to the system.	<input type="checkbox"/> Scanned documents uploaded to the system.	<input type="checkbox"/> Scanned documents uploaded to the system.	<input type="checkbox"/> Scanned documents uploaded to the system.
<input checked="" type="checkbox"/> Bulk transfer	<input checked="" type="checkbox"/> Bulk transfer	<input checked="" type="checkbox"/> Bulk transfer	<input checked="" type="checkbox"/> Bulk transfer
<input type="checkbox"/> Extracted from particular technology (e.g., radio frequency identification data (RFID) devices, video or photographic cameras, biometric collection devices).	<input type="checkbox"/> Extracted from particular technology (e.g., radio frequency identification data (RFID) devices, video or photographic cameras, biometric collection devices).	<input type="checkbox"/> Extracted from particular technology (e.g., radio frequency identification data (RFID) devices, video or photographic cameras, biometric collection devices).	<input type="checkbox"/> Extracted from particular technology (e.g., radio frequency identification data (RFID) devices, video or photographic cameras, biometric collection devices).
<input type="checkbox"/> Fax	<input type="checkbox"/> Fax	<input type="checkbox"/> Fax	<input type="checkbox"/> Fax
<input type="checkbox"/> Extracted from notes of a phone interview or face to face contact	<input type="checkbox"/> Extracted from notes of a phone interview or face to face contact	<input type="checkbox"/> Extracted from notes of a phone interview or face to face contact	<input type="checkbox"/> Extracted from notes of a phone interview or face to face contact
<input type="checkbox"/> Other: Please describe: _____	<input type="checkbox"/> Other: Please describe: _____	<input type="checkbox"/> Other: Please describe: _____	<input type="checkbox"/> Other: Please describe: _____
<input type="checkbox"/> Other: Please describe: _____	<input type="checkbox"/> Other: Please describe: _____	<input type="checkbox"/> Other: Please describe: _____	<input type="checkbox"/> Other: Please describe: _____

**Section 4.4: Privacy and/or civil liberties risks related to collection**

**Notice of Authority, Principal Uses, Routine Uses, and Effect of not Providing Information**

When federal agencies use a form to obtain information from an individual that will be maintained in a [system of records](#), they must inform the individual of the following: “(A) the authority (whether granted by statute, or by executive order of the President) which authorizes the solicitation of the information and whether disclosure of such information is mandatory or voluntary; (B) the principal purpose or purposes for which the information is intended to be used; (C) the routine uses which may be made of the information as published pursuant to paragraph (4)(D) of this subsection; and (D) the effects on her/him, if any, of not providing all or any part of the requested information.” 5 U.S.C § 522a(e)(3).

**Section 4.4(a)**  Yes  No Is any of the [PII](#) maintained in the system or by the project collected directly from an individual?

**Section 4.4(b)**  Yes  No  N/A Was the information collected from the individual using a form (paper or electronic)?

**Section 4.4(c)**  Yes  No  N/A If the answer to Section 4.4(b) was “yes,” was the individual notified (on the form in which the [PII](#) was collected or on a separate form that can be retained by the individual) about the following at the point where the information was collected (e.g., in a form; on a website).

- The authority (whether granted by statute, or by Executive order of the President) which authorizes the solicitation of the information.
- Whether disclosure of such information is mandatory or voluntary.
- The principal purpose or purposes for which the information is intended to be used.
- The individuals or organizations outside of Treasury with whom the information may be/ will be shared.
- The effects on the individual, if any, if they decide not to provide all or any part of the requested information.

### Use of Social Security Numbers

Social Security numbers (“SSNs”) are commonly used by identity thieves to commit fraudulent acts against individuals. The SSN is one data element that has a heightened ability to harm the individual and requires more protection when used. Therefore, in an effort to reduce risk to individuals and federal agencies, government-wide initiatives aimed at eliminating unnecessary collection, use, and display of SSN have been underway since OMB required agencies to review their SSN practices in 2007.

In addition, the [Privacy Act](#) provides that: “It shall be unlawful for any federal, state or local government agency to deny to any individual any right, benefit, or privilege provided by law because of such individual’s refusal to disclose his social security account number.” Pub. L. No. 93–579, § 7. This provision does not apply to: (1) any disclosure which is required by federal statute; or (2) any disclosure of an SSN to any federal, state, or local agency maintaining a [system of records](#) in existence and operating before January 1, 1975, if such disclosure was required under statute or regulation adopted prior to such date to verify the identity of an individual. *Id.* at § 7(a)(2)(A)-(B).

**Section 4.4(d)**  Yes  No  N/A Does the system or project maintain SSNs?

**Section 4.4(e)**  Yes  No  N/A Are there any alternatives to the SSNs as a personal identifier?

**Section 4.4(f)**  Yes  No  N/A Will an individual be denied any right, benefit, or privilege provided by law if the individual refuses to disclose their SSN? If yes, please check the applicable box::

- SSN disclosure is required by Federal statute or Executive Order. ; or
- the SSN is disclosed to any federal, state, or local agency maintaining a [system of records](#) in existence and operating before January 1, 1975, and disclosure was required under statute or regulation adopted prior to such date to verify the identity of an individual. *If checked, please provide the name of the system of records below.*

**Section 4.4(g)**  Yes  No  N/A When the SSN is collected, are individuals given notice whether disclosure is mandatory or voluntary, the legal authority such number is solicited, and what uses will be made of it?

### First Amendment Activities

The [Privacy Act](#) provides that federal agencies “maintain no record describing how any individual exercises rights guaranteed by the First Amendment unless expressly authorized by statute or by the individual about whom the record is maintained or unless pertinent to and within the scope of an authorized law enforcement activity.” 5 U.S.C. § 552a(e)(7).

**Section 4.4(h)**  Yes  No Does the system or project maintain any information describing how an individual exercises their rights guaranteed by the First Amendment?

**Section 4.4(i)** If the system or project maintains information describing how an individual exercises their rights guaranteed by the First Amendment, do any of the following exceptions apply (the information may be maintained if any of the exceptions apply)?

- N/A (system or project does not maintain any information describing how an individual exercises their rights guaranteed by the First Amendment so no exceptions are needed)
- The individual about whom the information was collected or maintained expressly authorizes its collection/maintenance.
- The information maintained is pertinent to and within the scope of an authorized law enforcement activity.
- There is a statute that expressly authorizes its collection.

## [Section 5: Maintenance, use, and sharing of the information](#)

The following sections require a clear description of the system’s or project’s use of information.

### [Section 5.1: Describe how and why the system or project uses the information it collects and maintains](#)

Please describe all of the uses of the information types and groupings collected and maintained by the system or project (see [Section 4.2](#)), including a discussion of why the information is used for this purpose and how it relates to the mission of the bureau or office that owns the system.

Form and bill information is sent out by the agency; Pay.gov simply facilitates agency programs in this regard. Collection information includes only that which is necessary for collection networks to process collections.

The settlement data from the digital wallet providers is relevant and necessary for collections from those payment mechanisms.

The data returned from fraud monitoring vendors is relevant and necessary to evaluate transactions for risk scoring purposes.

### Collecting Information Directly from the Individual When Using it to Make Adverse Determinations About Them

The [Privacy Act](#) requires that federal agencies “collect information to the greatest extent practicable directly from the subject individual when the information may result in adverse determinations about an individual’s rights, benefits, and privileges under federal programs.” 5 U.S.C. § 552a(e)(2).

**[Section 5.1\(a\)](#)**  Yes  No Is it possible that the information maintained in the system or by the project may be used by Treasury to make an adverse determination about an individual’s rights, benefits, and privileges under federal programs (e.g., decisions about whether the individual will receive a financial benefit, get a clearance or access to a Treasury facility, obtain employment with Treasury)?

**[Section 5.1\(b\)](#)**  Yes  No Is it possible that Treasury will share information maintained in the system or by the project with a third party external to the Department that will use the information to make an adverse determination about an individual’s rights, benefits, and privileges under federal programs?

**[Section 5.1\(c\)](#)**  Yes  No  N/A If information could potentially be used to make an adverse determination about an individual’s rights, benefits, and privileges under federal programs, does the system or project collect information (to the greatest extent practicable) directly from the individual?

### Data Mining

As required by Section 804 of the [Implementing the 9/11 Commission Recommendations Act of 2007](#) (“9-11 Commission Act”), Treasury reports annually to Congress on its data mining activities. For a comprehensive overview of Treasury’s data mining activities, please review the Department’s Annual Privacy reports available at: <http://www.treasury.gov/privacy/annual-reports>.

**[Section 5.1\(d\)](#)**  Yes  No Is information maintained in the system or by the project used to conduct “data-mining” activities as that term is defined in the [Implementing the 9-11 Commission Act](#)?

## Section 5.2: Ensuring accuracy, completeness, and timeliness of information collected, maintained, and shared

### Exemption from Accuracy, Relevance, Timeliness, and Completeness Requirements

The [Privacy Act](#) requires that federal agencies “maintain all records which are used by the agency in making any determination about any individual with such accuracy, relevance, timeliness, and completeness as is reasonably necessary to assure fairness to the individual in the determination.” 5 U.S.C. § 552a(e)(5). If a particular [system of records](#) meets certain requirements (including the [NPRM](#) process defined in Section 2 above), an agency may exempt the [system of records](#) (or a portion of the records) from this requirement.

**Section 5.2(a)**  Yes  No Is all or any portion of the information maintained in the system or by the project: (a) part of a [system of records](#) and (b) exempt from the accuracy, relevance, timeliness, and completeness requirements in sections (e)(5) of the [Privacy Act](#)?

### Computer Matching

The Computer Matching and Privacy Protection Act of 1988 amended the [Privacy Act](#), imposing additional requirements when [Privacy Act systems of records](#) are used in computer matching programs.

Matching programs must be conducted pursuant to a matching agreement between the source and recipient agencies. The matching agreement describes the purpose and procedures of the matching **and** establishes protections for matching records.

**Section 5.2(b)**  Yes  No Is any of the information maintained in the system or by the project (a) part of a [system of records](#) and (b) used as part of a matching program?

**Section 5.2(c)**  Yes  No  N/A Is there a matching agreement in place that contains the information required by Section (o) of the [Privacy Act](#)?

**Section 5.2(d)**  Yes  No  N/A Are assessments made regarding the accuracy of the records that will be used in the matching program?

**Section 5.2(e)**  Yes  No  N/A Does the bureau or office that owns the system or project independently verify the information, provide the individual notice and an opportunity to contest the findings, or obtain Data Integrity Board approval in accordance with Section (p) of the [Privacy Act](#) before taking adverse action against the individual?

### Ensuring Fairness in Making Adverse Determinations About Individuals

Federal agencies are required to “maintain all records which are used by the agency in making any determination about any individual with such accuracy, relevance, timeliness, and

completeness as is reasonably necessary to assure fairness to the individual in the determination.” 5 U.S.C. § 552a(e)(5). This requirement also applies when merging records from two or more sources where the merged records are used by the agency to make any determination about any individual.

**Section 5.2(f)**  Yes  No With respect to the information maintained in the system or by the project, are steps taken to ensure all information used to make a determination about an individual is maintained with such accuracy, relevance, timeliness, and completeness as is reasonably necessary to assure fairness to the individual in the determination?

### Merging Information About Individuals

**Section 5.2(g)**  Yes  No Is information maintained in the system or by the project merged with electronic or non-electronic information from internal or external sources (e.g., other files or systems)?

**Section 5.2(h)**  Yes  No  N/A Once merged, is the information used in making determinations about individuals (e.g., decisions about whether the individual will receive a financial benefit or payment, get a clearance or access to a Treasury facility, obtain employment with Treasury, etc.)?

**Section 5.2(i)**  Yes  No  N/A Are there documented policies or procedures for how information is merged?

**Section 5.2(j)**  Yes  No  N/A Do the documented policies or procedures address how to proceed when partial matches (where some, but not all of the information being merged matches a particular individual) are discovered after the information is merged?

**Section 5.2(k)**  Yes  No  N/A If information maintained in the system or by the project is used to make a determination about an individual, are steps taken to ensure the accuracy, relevance, timeliness, and completeness of the information as is reasonably necessary to assure fairness to the individual?

### Policies and Standard Operating Procedures or Technical Solutions Designed to Ensure Information Accuracy, Completeness, and Timeliness

**Section 5.2(l)**  Yes  No  N/A If information maintained in the system or by the project is used to make any determination about an individual (even if it is an exempt [system of records](#)), are there documented policies or standard operating procedures for the system or project that address the accuracy, completeness, and timeliness of the information?

**Section 5.2(m)**  Yes  No Does the system or project use any software or other technical solutions designed to improve the accuracy, completeness, and timeliness of the information used to make an adverse determination about an individual's rights, benefits, and/or privileges (regardless of if it is an exempt [system of records](#))?



**Accuracy, Completeness, and Timeliness of Information Received from the Source**

**Section 5.2(n)**  Yes  No Did Treasury or the bureau receive any guarantee, assurance, or other information from any information source(s) regarding the accuracy, timeliness and completeness of the information maintained in the system or by the project?

**Disseminating Notice of Corrections of or Amendments to PII**

**Section 5.2(o)**  Yes  No  N/A Where feasible and appropriate, is there a process in place for disseminating corrections of or amendments to the **PII** maintained in the system or by the project to all internal and external information-sharing partners?

**Section 5.2(p)**  Yes  No  N/A Where feasible and appropriate, does the process for disseminating corrections or amendments include notifying the individual whose information is corrected or amended?

**Section 5.3: Information sharing within the Department of the Treasury**

**Internal Information Sharing**

**Section 5.3(a)**  Yes  No Is **PII** maintained in the system or by the project shared with other Treasury bureaus?

**Section 5.3(b)**  Yes  No Does the Treasury bureau or office that receives the **PII** limit access to those Treasury officers and employees who have a need for the **PII** in the performance of their official duties (i.e., those who have a “need to know”)?

**Memorandum of Understanding (MOU)/Other Agreements Limiting Treasury’s Internal Use/Disclosure of PII**

**Section 5.3(c)**  Yes  No  N/A Is any of the **PII** maintained in the system or by the project subject to the requirements of a Memorandum of Understanding or other agreement (e.g., agreement with another federal or state agency that provided the information to the Treasury or subject to an international agreement or treaty) that limits or places conditions on Treasury’s internal use, maintenance, handling, or disclosure of the **PII**?

**Section 5.4: Information sharing with external (i.e., outside Treasury) organizations and individuals**

**External Information Sharing**

**Section 5.4(a)**  Yes  No Is [PII](#) maintained in the system or by the project shared with agencies, organizations, or individuals external to Treasury?

### Accounting of Disclosures

**Section 5.4(b)**  Yes  No  N/A With respect to [records](#) maintained in the system or by the project that are subject to the [Privacy Act](#), do you maintain a paper or electronic log or other record of the date, nature, and purpose of each disclosure (not including intra-agency disclosures and FOIA disclosures) of a record to any person or to another agency (outside of Treasury) and the name and address of the person or agency to whom the disclosure is made? *See 5 U.S.C § 552a(c).*

**Section 5.4(c)**  Yes  No  N/A If you do not keep a running tabulation of every disclosure at the time it is made, are you able to reconstruct an accurate and complete accounting of disclosures so as to be able to respond to [Privacy Act](#) requests in a timely fashion?

**Section 5.4(d)**  Yes  No  N/A With respect to [records](#) maintained in the system or by the project that are subject to the [Privacy Act](#), do you retain the log or other record of the date, nature, and purpose of each disclosure, for at least five years or the life of the record, whichever is longer, after the disclosure for which the accounting is made?

**Section 5.4(e)**  Yes  No  N/A With respect to [records](#) maintained in the system or by the project that are subject to the [Privacy Act](#), does your bureau or office exempt the [system of records](#) (as allowed by the [Privacy Act](#) in certain circumstances) from the requirement to make the accounting available to the individual named in the record?

**Section 5.4(f)**  Yes  No  N/A With respect to [records](#) maintained in the system or by the project that are subject to the [Privacy Act](#), does your bureau or office exempt the [system of records](#) (as allowed by the [Privacy Act](#) in certain circumstances) from the requirement to inform any person or other agency about any correction or notation of dispute made by the agency of any [record](#) that has been disclosed to the person or agency if an accounting of the disclosure was made?

### Statutory or Regulatory Restrictions on Disclosure

**Section 5.4(g)**  Yes  No In addition to the [Privacy Act](#), are there any other statutory or regulatory restrictions on the sharing of any of the PII maintained in the system or by the project (e.g., 26 U.S.C § 6103 for tax returns and return information)?

### Memorandum of Understanding Related to External Sharing

**Section 5.4(h)**  Yes  No  N/A Has Treasury (including bureaus and offices) executed a Memorandum of Understanding, or entered into any other type of agreement, with any external agencies, organizations, or individuals with which/whom it shares [PII](#) maintained in the system or by the project?

### Memorandum of Understanding Limiting Treasury's Use or Disclosure of PII

**Section 5.4(i)**  Yes  No Is any of the [PII](#) maintained in the system or by the project subject to the requirements of a Memorandum of Understanding or other agreement (e.g., agreement with another federal or state agency, an international agreement or treaty, or contract with private vendor that provided the information to Treasury or one of its bureaus) that limits or places conditions on Treasury's internal use or external (i.e., outside Treasury) sharing of the [PII](#)?

### Memorandum of Understanding Limiting External Party's Use or Disclosure of PII

**Section 5.4(j)**  Yes  No Is any of the [PII](#) maintained in the system or by the project subject to the requirements of a Memorandum of Understanding or other agreement in which Treasury limits or places conditions on an external party's use, maintenance, handling, or disclosure of [PII](#) shared by Treasury?

### Obtaining Consent Prior to New Disclosures Not Included in the SORN or Authorized by the Privacy Act

**Section 5.4(k)**  Yes  No  N/A Is the individual's consent obtained, where feasible and appropriate, prior to any **new** disclosures of previously collected records in a [system of records](#) (those not expressly authorized by the [Privacy Act](#) or contained in the published [SORN](#) (e.g., in the routine uses))?

## **Section 6: Compliance with federal information management requirements**

Responses to the questions below address the practical, policy, and legal consequences of failing to comply with one or more of the following federal information management requirements (to the extent required) and how those risks were or are being mitigated: (1) the [Privacy Act System of Records Notice](#) Requirement; (2) the [Paperwork Reduction Act](#); (3) the [Federal Records Act](#); (4) the [E-Gov Act](#) security requirements; and (5) [Section 508 of the Rehabilitation Act of 1973](#).

### **Section 6.1: Privacy Act System of Records Notice (SORN)**

For collections of [PII](#) that meet certain requirements, the [Privacy Act](#) requires that the agency publish a [SORN](#) in the *Federal Register*.

### System of Records

**Section 6.1(a)**  Yes  No Does the system or project retrieve [records](#) about an individual using an identifying number, symbol, or other identifying particular assigned to the individual? (See items selected in [Section 4.2](#) above).

(Treasury/Fiscal Service SORNs: [https://www.fiscal.treasury.gov/fsabout/fs\\_privacy.htm](https://www.fiscal.treasury.gov/fsabout/fs_privacy.htm))

**Section 6.1(b)**  Yes  No  N/A Was a [SORN](#) published in the *Federal Register* for this [system of records](#)?

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### [Section 6.2: The Paperwork Reduction Act](#)

The [PRA](#) requires OMB approval before a federal agency may collect standardized data from 10 or more respondents within a 12 month period. OMB requires agencies to conduct a PIA (i.e., PCLIA) when initiating, consistent with the [PRA](#), a new electronic collection of PII for 10 or more persons (excluding agencies, instrumentalities, or employees of the federal government).

### Paperwork Reduction Act Compliance

**Section 6.2(a)**  Yes  No Does the system or project maintain information obtained from individuals and organizations who are not federal personnel or an agency of the federal government (i.e., outside the federal government)?

**Section 6.2(b)**  Yes  No  N/A Does the project or system involve a new collection of [information in identifiable form](#) for 10 or more persons from outside the federal government?

**Section 6.2(c)**  Yes  No  N/A Did the project or system complete an Information Collection Request (“ICR”) and receive OMB approval?

### [Section 6.3: Records Management - NARA/Federal Records Act Requirements](#)

Records retention schedules determine the maximum amount of time necessary to retain information in order to meet the needs of the project or system. Information is generally either disposed of or sent to the [NARA](#) for permanent retention upon expiration of this period.

### NARA Records Retention Requirements

**Section 6.3(a)**  Yes  No Are the records used in the system or by the project covered by NARA’s General Records Schedules (“GRS”) or Treasury/bureau Specific Records Schedule (SRS)?

**Section 6.3(b)**  Yes  No Did NARA approved a retention schedule for the records maintained in the system or by the project?

**Section 6.3(c)**  Yes  No  N/A If NARA did not approve a retention schedule for the records maintained in the system or by the project and the records are not covered by NARA’s GRS or Treasury/bureau SRS, has a draft retention schedule (approved by all applicable Treasury and/or Bureau officials) been developed for the records used in this project or system?

*All Treasury owned data maintained by this system is retained and destroyed in accordance with the Fiscal Service File Plan. All Treasury owned records schedules and categories within the Fiscal Service File Plan are approved by NARA.*

## **Section 6.4: E-Government Act/NIST Compliance**

The completion of [Federal Information Security Modernization Act \(FISMA\)](#) Security Assessment & Authorization (SA&A) process is required before a federal information system may receive Authority to Operate (“ATO”). Different security requirements apply to National Security Systems.

### **Federal Information System Subject to FISMA Security Assessment and Authorization**

**Section 6.4(a)**  Yes  No  N/A Is the system a federal [information system](#) subject to FISMA requirements?

**Section 6.4(b)**  Yes  No  N/A Has the system or project undergone a SA&A and received an ATO?

### **Access Controls and Security Requirements**

**Section 6.4(c)**  Yes  No Does the system or project include access controls to ensure limited access to information maintained by the system or project?

### **Security Risks in Manner of Collection**

**Section 6.4(d)**  Yes  No In [Section 4.3](#) above, you identified the sources for information used in the system or project and the method and manner of collection. Were any security, privacy, or civil liberties risks identified with respect to the manner in which the information is collected from the source(s)?

### **Security Controls When Sharing Internally or Externally**

[Section 6.4\(e\)](#)  Yes  No  N/A Are all Treasury/bureau security requirements met in the method of transferring information (e.g., bulk transfer, direct access by recipient, portable disk, paper) from the Treasury project or system to internal or external parties?

### Monitoring of Individuals

[Section 6.4\(f\)](#)  Yes  No Will this system or project have the capability to identify, locate, and monitor individuals or groups of people?

### Audit Trails

[Section 6.4\(g\)](#)  Yes  No Are audit trails regularly reviewed for appropriate use, handling, and disclosure of [PII](#) maintained in the system or by the project inside or outside of the Department?

## [Section 6.5: Section 508 of the Rehabilitation Act of 1973](#)

When federal agencies develop, procure, maintain, or use Electronic and Information Technology (“EIT”), [Section 508 of the Rehabilitation Act of 1973](#) (as amended in 1998) requires that individuals with disabilities (including federal employees) must have access and use (including privacy policies and directives as well as redress opportunities) that is comparable to that which is available to individuals who do not have disabilities.

### Applicability of and Compliance With the Rehabilitation Act

[Section 6.5\(a\)](#)  Yes  No Will the project or system involve the development, procurement, maintenance or use of EIT as that term is defined in [Section 508 of the Rehabilitation Act of 1973](#) (as amended in 1998)?

[Section 6.5\(b\)](#)  Yes  No  N/A Does the system or project comply with all [Section 508](#) requirements, thus ensuring that individuals with disabilities (including federal employees) have access and use (including access to privacy and civil liberties policies) that is comparable to that which is available to individuals who do not have disabilities?

## [Section 7: Redress](#)

### Access Under the Freedom of Information Act and Privacy Act

[Section 7.0\(a\)](#)  Yes  No Does the agency have a published process in place by which individuals may seek records under the [Freedom of Information Act](#) and [Privacy Act](#)?

*The Treasury FOIA and PA disclosure regulations can be found at 31 C.F.R. Part 1, Subtitle A, Subparts A and C.*

### Privacy Act Access Exemption

**Section 7.0(b)**  Yes  No Was any of the information that is maintained in [system of records](#) and used in the system or project exempted from the access provisions of the [Privacy Act](#)?

### Additional Redress Mechanisms

**Section 7.0(c)**  Yes  No With respect to information maintained by the project or system (whether or not it is covered by the [Privacy Act](#)), does the bureau or office that owns the project or system have any additional mechanisms other than [Privacy Act](#) and FOIA remedies (e.g., a customer satisfaction unit; a complaint process) by which an individual may request access to and/or amendment of their information and/or contest adverse determinations about denial of their rights, benefits, and privileges under federal programs (e.g., decisions about whether the individual will receive a financial benefit, get a clearance or access to a Treasury facility, obtain employment with Treasury)?