U.S. Consumer Product Safety Commission PRIVACY IMPACT ASSESSMENT				
Name of Project:	Hotline Customer Satisfaction Survey			
Office/Directorate:	EXFM/FMPB			
A. CONTACT INFORMATION				
Person completing PIA: (Name, title, organization and ext.)	Michelle Ziemer, Operations Research Analyst, FMPB, x7112			
System Owner: (Name, title, organization and ext.)	Michelle Ziemer			
System Manager: (Name, title, organization and ext.)	NJ Scheers, Director, FMPB, x7607			
B. APPROVING OFFICIALS	**Signature**	**Approve**	**Disapprove**	**Date**
System Owner	Michelle Ziemer Michelle Ziemer			6/5/08
Privacy Advocate	Linda L Glatz Linda Glatz, ITPP			6-6-08
Chief Information Security Officer	Patrick Manley Patrick Manley, ITTS	✓		6-9-08
Senior Agency Official for Privacy **System of Record?** ____Yes _✓_No	Mary Kelsey Mary Kelsey, Director, ITPP	✓		6-13-08
Reviewing Official:	Patrick D. Weddle Patrick D. Weddle, AED, EXIT	✓		6/17/08
C. SYSTEM APPLICATION/GENERAL INFORMATION				
1. Does this system contain any personal information about individuals? (If there is **NO** information collected, maintained, or used that is identifiable to the individual, the remainder of PIA does not have to be completed.)	Yes			
2. Is this an electronic system?	Yes			

D. DATA IN THE SYSTEM	
1. What categories of individuals are covered in the system? (public, employees, contractors)	Public
2. Generally describe what data/information will be collected in the system.	First name, Last name, Mailing address
3. Is the source of the information from the individual or is it taken from another source? If not directly from individual, then what other source?	The Hotline contractor will get the information directly from the individual. This information will be e-mailed to OIPA, then forwarded to FMPB.
4. How will data be checked for completeness?	The data is only as complete as that provided by the individual.
5. Is the data current? (What steps or procedures are taken to ensure the data is current and not out-of-date?)	Yes. The timeframe on the data collection will be in the next few months.
6. Are the data elements described in detail and documented? (If yes, what is the name and location of the document?)	No
E. ATTRIBUTES OF THE DATA	
1. Explain how the use of the data is both relevant and necessary to the purpose for which the system is being designed?	The data is relevant and necessary for the project, as the addresses will be used to mail out surveys to complete the evaluation of customer satisfaction of the Hotline.
2. For electronic systems, if the data is being consolidated, what controls are in place to protect the data from unauthorized access or use? Explain.	The file will be password protected. The data will only be retained for as long as necessary to complete the survey (no more than 6 months).
3. How will the data be retrieved? Can it be retrieved by a personal identifier? If yes, explain and list the identifiers that will be used to retrieve information on the individual.	A survey ID number will be assigned to each record in order to track who responded to the survey. This will be the main method of retrieval.
4. What opportunities do individuals have to decline to provide information or to consent to particular uses of the information?	People providing the name and address do so voluntarily. They are requesting publications from CPSC.
F. MAINTENANCE AND ADMINISTRATIVE CONTROLS	
1. What are the retention periods of data in this system?	6 months
2. What are the procedures for disposition of the data at the end of the retention period? How long will the reports produced be kept? Where are the procedures documented?	The file containing the data will be deleted from the network and all printouts will be shredded. Reports produced will not contain the personal information of the individuals.
3. For electronic systems, will this system provide the capability to identify, locate, and monitor individuals? If yes, explain.	The information collected will include names and addresses, so yes, a person could be located. However, the information will only be used to mail out the letters pertaining to the survey. No monitoring capability.
4. For electronic systems only, what	No monitoring capability.

controls will be used to prevent unauthorized monitoring?	
5. Is this system currently identified as a CPSC system of records? If so, under which notice does the system operate?	No.
6. If the system is being modified, will the Privacy Act system of records notice require amendment or revision? Explain	NA
G. ACCESS TO DATA	
1. Who will have access to the data in the system? (e.g., contractors, managers, system administrators, developers, other).	Hotline Contractors, OIPA staff, and FMPB staff working on the survey.
2. What controls are in place to prevent the misuse of data by those having access? (Please list processes and training materials.)	All files are encrypted with the AES 256 encryption scheme in WinZip prior to transmission. The password used for encryption must be a "strong" password (e.g., at least eight characters long, including at least one number and at least one special character. The password used for encryption must not be communicated in a plain-text email.
3. Who is responsible for assuring proper use of the data?	Michelle Ziemer
4. Are contractors involved with the design and development of the system and will they be involved with the maintenance of the system? Are contractors involved in the collection of the data? If yes, were Privacy Act contract clauses inserted in their contracts and other regulatory measures addressed?	Yes, contractors will be involved in the data collection. Yes, Privacy Act contract clauses were inserted in the contract.
5. Do other systems share data or have access to the data in the system? If yes, explain. Who will be responsible for protecting the privacy rights of the public and employees affected by the interface?	No
6. Will other agencies share data or have access to the data in this system? If yes, how will the data be used by the other agency?	No
7. Will any of the personally identifiable information be accessed remotely or physically removed?	No