



**DATE:** December 17, 2010

**TO:** John D. Hewes, Ph.D.  
Technology Transfer Center, NCI

**FROM:** NIH Privacy Act Officer

**SUBJECT:** Applicability of the Privacy Act: "Technology Transfer Center (TTC) External Customer Satisfaction Survey, National Cancer Institute (NCI)"


I have reviewed the NCI submission to OMB to assess the needs and attitudes of external customers who are current and potential collaborators and licensees for NIH technologies and who have a strategic view of their needs with respect to research collaborations. This study will enable the NCI TTC to update the process goals it established following internally-focused surveys.

I have determined that the Privacy Act will not apply to this data collection via a web-based survey administered one time. The data collection involves the collection of descriptive, non-confidential information about the characteristics of the respondents' particular company, satisfaction with TTC's customer service, preferred and expected communication channels of TTC's external customers, and strategic plans of companies to engage in external collaborations and partnerships. Respondents will not be asked to identify specific companies, and only business contact information will be used to correspond with them. Archival information sources such as NIH databases, commercial subscription databases, and corporate websites will be used to obtain additional background information about survey respondents and non-respondents.

An advance notice ("announcement") will be sent via postal mail by the NCI Project Officer to the survey population six weeks after survey approval from OMB and two weeks prior to opening the survey website to the survey population. One week later, an email version of the invitation will be sent. The survey will be administered electronically through a commercial web-based survey site (SurveyGizmo). No PII will be collected using the IT system and no reports of data files will contain PII. A secure URL will be provided by SurveyGizmo to respondents to access the online survey. The data from the survey will be placed by SurveyGizmo on a secure server and will be password protected.

The results of this study will be reported by NCI in a comprehensive evaluation report that will summarize the findings and provide sufficient description of the study background and methodology. The data from this study will be maintained by NCI until the completion of the study or until no longer required for the research. Data will be destroyed as required by NIH Manual Chapter 1743, Keeping and Destroying Records.

If you have any questions, please contact my office at (301) 402-6201.

  
Karen M. Plá

cc: Vivian Horovitch-Kelley, PRA/OMB Project Clearance Liaison