

U.S. Department of State 2007 Summary Privacy Impact Assessment

TITLE: Consular Electronic Application Center (CEAC)

December 2007

I. What information is to be collected (e.g., nature and source)? Be sure to include any information in an identifiable form, e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc).

The Consular Electronic Application Center (CEAC) was recently developed to provide an Internet-based, full-service application service center whereby applicants for visa or passport services can complete and submit a visa or passport application (to include any information in an identifiable form, e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.), and, if needed, make payments, schedule appointments, attach photo and documents, and check their application status. The system has been designed, developed and implemented to be used by the public, posts, and Bureau of Consular Affairs employees.

The resulting output from the CEAC is the completed application, and, as needed, documents, payments, interview appointment, biometrics and photos, and future passports.

II. Why is the information being collected (e.g., to determine eligibility)?

The information is being collected and stored for the purpose of safeguarding visa applicant and future passport data and allowing the Department to assist visa applicants and future passport applicants to apply online for these documents.

III. How will the information be used (e.g., to verify existing data)?

The information collected by the Consular Electronic Application Center is used by the Bureau of Consular Affairs Visa and Passport Offices to monitor the status of services provided, to create visa cases, to record and track visa applicant requests and appointments, and provide the status of an application via knowledge based shared data (case ID and petitioner information or case ID and applicant ID or case ID and applicant name).

IV. Will you share the information with others (e.g., another agency for a programmatic purpose)? If yes, list the entities.

No, the information contained in CEAC will not be shared with others outside the Department of State.

V. What opportunities do individuals have to decline to provide information or to consent to particular use of the information (e.g., whether individual may withhold permission for a particular use)?

An applicant voluntarily elects to complete a passport or visa application. All forms at the time of data collection contain a Privacy Statement, which indicates what information is collected, why, for what purpose the information will be routinely used, who the information will be shared with, and the consequences of not providing the data requested.

VI. How will the information be secured (e.g., administrative and technological controls)?

Access to the CEAC system is determined based on the user's role. Users' roles are assigned by local systems administrators based on the job the employee will be performing. Users only have access to the data granted to the role that they have been assigned.

Internet/public users will create their own unique user IDs and password for access or will access the system using knowledge based data. Internet/public users will only have access to their own personnel data.

VII. Is a Privacy Act System of Records being created? (e.g., Will data be retrieved by a personal identifier such as name, social security number, address, telephone number or some other identifier that is unique to an individual)?

The corresponding Systems of Records Notices for this system are: State-39, Visa Records, in conjunction with State-26, Passport Records, and State-05, Overseas Citizen Service (OCS). Data is routinely retrieved using name, date of birth, and place of birth. Depending on the system used to process the applicant's record, case numbers or applicant IDs may also be used to retrieve applicant data.