Nationwide Tax Forums Customer Satisfaction Surveys Database
Privacy Impact Assessment

PIA Approval Date – Feb. 2, 2007

Requested Operational Date – April 1, 2007

System Overview
The survey will be sent to attendees of the Nationwide Tax Forums two to three weeks after their attendance. It is intended to measure attendee satisfaction with all aspects of the forums; content, logistics, marketing. National Public Liaison uses this information to select desirable locations, relevant content, and other enhancements to the forums.

System of Records Number
- Treasury/IRS 001. Correspondence Files

Data in the System

1. Describe the information (data elements and fields) available in the system.
Taxpayer/tax professional name and e-mail address

2. Describe/identify which data elements are obtained from files, databases, individuals, or any other sources.
From registration information input by taxpayer/tax professional

3. Is each data item required for the business purpose of the system? Explain.
Yes. We need a name to address the e-mail, and the e-mail address to send the survey to the correct address.

4. How will each data item be verified for accuracy, timeliness, and completeness?
Incorrect e-mail addresses will be bounced back to contractor.

5. Is there another source for the data?
No

6. Generally, how will data be retrieved by the user?
Via spreadsheet with names and e-mail addresses.

7. Is the data retrievable by a personal identifier such as name, SSN, or other unique identifier?
No

Access to the Data

8. Who will have access to the data in the system (Users, Managers, System Administrators, Developers, Others)?
Developers, managers and users

9. How is access to the data by a user determined and by whom?
The contractor establishes and maintains the database for housing the survey responses. The contract specifies the specific Privacy, Disclosure, and IT Security requirements that the contractor systems must adhere to for storing and maintaining the data for the life of the survey. These have been reviewed and approvals received by those offices. IRS users do not have access to the database but the contractor provides the responses to the survey questions and the responses are not and cannot be linked any respondent.

10. Do other IRS systems provide, receive, or share data in the system?
No

11. Have the IRS systems described in Item 10 received an approved Security Certification and Privacy Impact Assessment?
N/A

12. Will other agencies provide, receive, or share data in any form with this system?
No

Administrative Controls of Data

13. What are the procedures for eliminating the data at the end of the retention period?
There is no IRM that we are going by, the data is no longer needed/valid and does not get carried over, it is purged.

14. Will this system use technology in a new way?
No

15. Will this system be used to identify or locate individuals or groups?
No

16. Will this system provide the capability to monitor individuals or groups?
No

17. Can use of the system allow IRS to treat taxpayers, employees, or others, differently?
No

18. Does the system ensure "due process" by allowing affected parties to respond to any negative determination, prior to final action?
Yes, they can respond negatively to the e-mail or not respond at all.

19. If the system is Web-based, does it use persistent cookies or other tracking devices to identify Web visitors?
No

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