



Privacy Impact Assessment

Customer Self Service–

Customer Statement

Revision: 1.0

Natural Resources Conservation Service

Date: June 26 2007

Sensitive But Unclassified/Sensitive Security Information – Disseminate on a Need-To-Know Basis Only

Template Release 070606

USDA PRIVACY IMPACT ASSESSMENT FORM

Agency: USDA NRCS

System Name: Customer Self-Service/ Customer Statement

System Type: Major Application
 General Support System
 Non-major Application

System Categorization (per FIPS 199): High
 Moderate
 Low

Description of the System:

The system provides information to site-registered customers regarding participation, application and payment status in various USDA programs. The USDA Customer Statement is part of the USDA's eGovernment Initiative and brings to the farmer and rancher un-precedent online access to their business activities with USDA 24 hours a day, 7 days a week. The Customer Statement puts a whole range of USDA services and programs into a single report at the fingertips of agricultural producers. The Customer Statement allows USDA customers to view: their participation, application and payment status in various commodity and conservation programs, information on farm loans, and conservation plan and land unit information.

Who owns this system? Wendall R. Oaks, IT Application Development Branch Chief, USDA-NRCS, wendall.oaks@ftc.usda.gov, 970-492-5479.

Who is the security contact for this system? Chuck Hart, Information System Security Manager, USDA NRCS, Chuck.Hart@ftc.usda.gov, (970) 295-5550.

Who completed this document? Sandy Williams, Sr. Systems Security Analyst/CISSM, sandy.williams@ftc.usda.gov, 970-295-5558.

DOES THE SYSTEM CONTAIN INFORMATION ABOUT INDIVIDUALS IN AN IDENTIFIABLE FORM?

Indicate whether the following types of personal data are present in the system

QUESTION 1	Citizens	Employees
Does the system contain any of the following type of data as it relates to individual:		
Name	YES	YES
Social Security Number	NO	NO
Telephone Number	YES	YES
Email address	YES	YES
Street address	YES	YES
Financial data	YES	YES
Health data	NO	NO
Biometric data	NO	NO
QUESTION 2	YES	YES
Can individuals be uniquely identified using personal information such as a combination of gender, race, birth date, geographic indicator, biometric data, etc.?		
NOTE: 87% of the US population can be uniquely identified with a combination of gender, birth date and five digit zip code ¹		
Are social security numbers embedded in any field?	YES	YES
Is any portion of a social security numbers used?	NO	NO
Are social security numbers extracted from any other source (i.e. system, paper, etc.)?	NO	NO



If all of the answers in Questions 1 and 2 are NO,

You do not need to complete a Privacy Impact Assessment for this system and the answer to OMB A-11, Planning, Budgeting, Acquisition and Management of Capital Assets, Part 7, Section E, Question 8c is:

3. No, because the system does not contain, process, or transmit personal identifying information.

If any answer in Questions 1 and 2 is YES, provide complete answers to all questions below.

¹ Comments of Latanya Sweeney, Ph.D., Director, Laboratory for International Data Privacy Assistant Professor of Computer Science and of Public Policy Carnegie Mellon University To the Department of Health and Human Services On "Standards of Privacy of Individually Identifiable Health Information". 26 April 2002.

DATA COLLECTION

3. Generally describe the data to be used in the system.

The system provides information to site-registered customers regarding participation, application and payment status in various USDA programs. The USDA Customer Statement is part of the USDA's eGovernment Initiative and brings to the farmer and rancher unprecedented online access to their business activities with USDA 24 hours a day, 7 days a week. The Customer Statement puts a whole range of USDA services and programs into a single report at the fingertips of agricultural producers. The Customer Statement allows USDA customers to view: their participation, application and payment status in various commodity and conservation programs, information on farm loans, and conservation plan and land unit information.

4. Is the use of the data both relevant and necessary to the purpose for which the system is being designed? In other words, the data is absolutely needed and has significant and demonstrable bearing on the system's purpose as required by statute or by Executive order of the President.

- Yes
 No

5. Sources of the data in the system.

5.1. What data is being collected from the customer?

The information being collected from the customer is the data entered into the eAuthentication account, provided by the customer, and whatever data is provided by the customer to set up the customer SCIMS account.

5.2. What USDA agencies are providing data for use in the system?

NRCS and Farm Service Agency (FSA).

5.3. What state and local agencies are providing data for use in the system?

None

5.4. From what other third party sources is data being collected?

None

6. Will data be collected from sources outside your agency? For example, customers, USDA sources (i.e. NFC, RD, etc.) or Non-USDA sources.

Yes
 No. If NO, go to question 7

- 6.1. How will the data collected from customers be verified for accuracy, relevance, timeliness, and completeness?

No process at this time is in place for verification of accuracy, relevance, timeliness, and completeness. Individual customer profile information is solely relied upon from the individual customer.

- 6.2. How will the data collected from USDA sources be verified for accuracy, relevance, timeliness, and completeness?

No data is collected from USDA.

- 6.3. How will the data collected from non-USDA sources be verified for accuracy, relevance, timeliness, and completeness?

No process at this time is in place for verification of accuracy, relevance, timeliness, and completeness. Individual customer profile information is solely relied upon from the individual customer.

DATA USE

7. Individuals must be informed in writing of the principal purpose of the information being collected from them. What is the principal purpose of the data being collected?

The Customer Statement allows USDA customers to view: their participation, application and payment status in various commodity and conservation programs, information on farm loans, and conservation plan and land unit information.

8. Will the data be used for any other purpose?

Yes
 No. If NO, go to question 9

- 8.1. What are the other purposes?

9. Is the use of the data both relevant and necessary to the purpose for which the system is being designed? In other words, the data is absolutely needed and has significant and demonstrable bearing on the system's purpose as required by statute or by Executive order of the President

- Yes
 No

10. Will the system derive new data or create previously unavailable data about an individual through aggregation from the information collected (i.e. aggregating farm loans by zip codes in which only one farm exists.)?

- Yes
 No. If NO, go to question 11

10.1. Will the new data be placed in the individual's record (customer or employee)?

- Yes
 No

10.2. Can the system make determinations about customers or employees that would not be possible without the new data?

- Yes
 No

10.3. How will the new data be verified for relevance and accuracy?

11. Individuals must be informed in writing of the routine uses of the information being collected from them. What are the intended routine uses of the data being collected?

The Customer Statement allows USDA customers to view: their participation, application and payment status in various commodity and conservation programs, information on farm loans, and conservation plan and land unit information.

12. Will the data be used for any other uses (routine or otherwise)?

- Yes
 No. If NO, go to question 13

12.1. What are the other uses?

13. Automation of systems can lead to the consolidation of data – bringing data from multiple sources into one central location/system – and consolidation of administrative controls. When administrative controls are consolidated, they should be evaluated so that all necessary privacy controls remain in place to the degree necessary to continue to control access to and use of the data. Is data being consolidated?

- Yes
 No. If NO, go to question 14

13.1. What controls are in place to protect the data and prevent unauthorized access?

14. Are processes being consolidated?

- Yes
 No. If NO, go to question 15

14.1. What controls are in place to protect the data and prevent unauthorized access?

DATA RETENTION

15. Is the data periodically purged from the system?

- Yes
 No. If NO, go to question 16

15.1. How long is the data retained whether it is on paper, electronically, in the system or in a backup?

15.2. What are the procedures for purging the data at the end of the retention period?

15.3. Where are these procedures documented?

- 16.** While the data is retained in the system, what are the requirements for determining if the data is still sufficiently accurate, relevant, timely, and complete to ensure fairness in making determinations?

No process in place at this time. The Customer Statement application is solely reliant on customer to keep profile information updated.

- 17.** Is the data retained in the system the minimum necessary for the proper performance of a documented agency function?

Yes
 No

DATA SHARING

- 18.** Will other agencies share data or have access to data in this system (i.e. international, federal, state, local, other, etc.)?

Yes
 No. If NO, go to question 19

- 18.1. How will the data be used by the other agency?

Although NRCS and Farm Service Agency (FSA) both use this application (share), they each execute the application against their own database.

- 18.2. Who is responsible for assuring the other agency properly uses of the data?

Although NRCS and Farm Service Agency (FSA) both use this application (share), they each execute the application against their own database.

- 19.** Is the data transmitted to another agency or an independent site?

Yes
 No. If NO, go to question 20

- 19.1. Is there the appropriate agreement in place to document the interconnection and that the PII and/or Privacy Act data is appropriately protected?

20. Is the system operated in more than one site?

- Yes
 No. If NO, go to question 21

20.1. How will consistent use of the system and data be maintained in all sites?

DATA ACCESS

21. Who will have access to the data in the system (i.e. users, managers, system administrators, developers, etc.)?

Select NRCS employees and SCIMS customers.

22. How will user access to the data be determined?

Access to the database is determined by eAuthentication.

22.1. Are criteria, procedures, controls, and responsibilities regarding user access documented?

- Yes
 No

23. How will user access to the data be restricted?

Users have restricted access to only the data they create.

23.1. Are procedures in place to detect or deter browsing or unauthorized user access?

- Yes
 No

24. Does the system employ security controls to make information unusable to unauthorized individuals (i.e. encryption, strong authentication procedures, etc.)?

- Yes
 No

CUSTOMER PROTECTION

25. Who will be responsible for protecting the privacy rights of the customers and employees affected by the interface (i.e. office, person, departmental position, etc.)?

Privacy and accessibility rules are identified and specified by the Agency and system owner. System developers design in the appropriate security controls and the IT General Support Systems (GSS's) manages, controls, and maintains the specified controls.

26. How can customers and employees contact the office or person responsible for protecting their privacy rights?

Customers and employees can contact the NRCS Security Response/Access Control Team via the NRCS 800 number and/or e-mail address. Additionally, each state has an Information System Security Point of Contact (ISSPOC) and a State Administrative Officer (SAO) that can be contacted at their Center or State Office.

27. A “breach” refers to a situation where data and/or information assets are unduly exposed. Is a breach notification policy in place for this system?

- Yes. If YES, go to question 28
 No

27.1. If NO, please enter the POAM number with the estimated completion date:

28. Consider the following:

- Consolidation and linkage of files and systems
- Derivation of data
- Accelerated information processing and decision making
- Use of new technologies

Is there a potential to deprive a customer of due process rights (fundamental rules of fairness)?

- Yes
 No. If NO, go to question 29

28.1. Explain how this will be mitigated?

29. How will the system and its use ensure equitable treatment of customers?

All NRCS systems/applications are versioned controlled through NRCS and will inherit the security controls of the hosting system/network infrastructure(s).

30. Is there any possibility of treating customers or employees differently based upon their individual or group characteristics?

- Yes
 No. If NO, go to question 31

30.1. Explain

SYSTEM OF RECORD

31. Can the data be retrieved by a personal identifier? In other words, does the system actually retrieve data by the name of an individual or by some other unique number, symbol, or identifying attribute of the individual?

- Yes
 No. If NO, go to question 32

31.1. How will the data be retrieved? In other words, what is the identifying attribute (i.e. employee number, social security number, etc.)?

Data is retrieved by using the customer name, SCIMS number, or eAuthentication ID.

31.2. Under which Systems of Record notice (SOR) does the system operate? Provide number, name and publication date. (SORs can be viewed at www.access.GPO.gov)

Notice of Privacy Act System of Records by Owner, Operator or Producer Files (or Volunteer / Employee Files) USDA/NRCS-1
http://www.nrcs.usda.gov/about/foia/408_45.html.

31.3. If the system is being modified, will the SOR require amendment or revision?

N/A

TECHNOLOGY

32. Is the system using technologies in ways not previously employed by the agency (e.g. Caller-ID)?

Yes

No. If NO, the questionnaire is complete.

32.1. How does the use of this technology affect customer privacy?

Upon completion of this Privacy Impact Assessment for this system, the answer to OMB A-11, Planning, Budgeting, Acquisition and Management of Capital Assets, Part 7, Section E, Question 8c is:

1. Yes.

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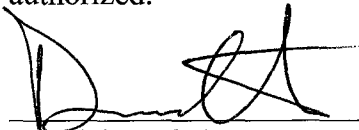
Privacy Impact Assessment Authorization Memorandum

I have carefully assessed the Privacy Impact Assessment for the

Customer Self-Service/Customer Statement

This document has been completed in accordance with the requirements of the EGovernment Act of 2002.

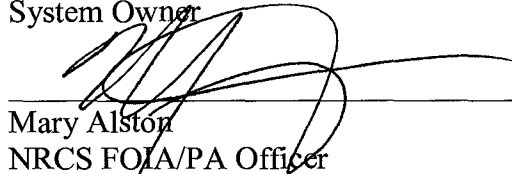
We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.



Wendall R. Oaks
System Owner

5-16-08

Date



Mary Alston
NRCS FOIA/PA Officer

4-29-08

Date



Jack Carlson
NRCS CIO

5-16-08

Date