



Case Analysis Management Program
PRIVACY AND CIVIL LIBERTIES IMPACT ASSESSMENT (PCLIA)

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Reviewing Official

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OFFICE OF THE COMPTROLLER OF THE CURRENCY

Risk Level

Please check **ALL** that apply to the information system or information technology (IT) for which you are conducting this PCLIA:

- This PCLIA is for a “major information system”
- This PCLIA is for an information system or IT rated “Moderate” or “High” impact for confidentiality under Federal Information Processing Standard 199, at least in part because of its PII content.
- This PCLIA is for an information system or IT designated as a Treasury High Value Asset (HVA).

Estimated number of individuals whose PII is maintained in the system

- | | | |
|--|--|---|
| <input type="checkbox"/> 0 – 999 | <input type="checkbox"/> 1,000 – 9,999 | <input checked="" type="checkbox"/> 10,000 – 99,999 |
| <input type="checkbox"/> 100,000 – 499,999 | <input type="checkbox"/> 500,000 – 999,999 | <input type="checkbox"/> 1,000,000+ |

Section 1: Introduction

This PCLIA provides the following information regarding the system:

- (1) an overview of its purpose and functions;
- (2) a description of the information collected;
- (3) a description of the how information is maintained, used, and shared;
- (4) an assessment of whether the system is in compliance with federal requirements that support information privacy; and
- (5) an overview of the redress/complaint procedures available to individuals who may be affected by the use or sharing of information by the system.

Section 2: System Overview

Section 2.1: System Description and Purpose

System Description:

The Case Analysis and Management Program (CAMP) supports the mission of the OCC Office of Enterprise Governance and the Ombudsman. The external FedRAMP system uses the ServiceNow workflow and went live January 17, 2023. The application is used by various groups for complaints submitted by the general public for OCC regulated financial institutions. Customer Assistance Group (CAG) Specialists in Houston, TX and Tier 1 Customer Service representatives, located in Palm Coast, Florida. The Customer Assistance Group primarily supports the OCC mission of providing fair access to financial services. CAMP is part of the HelpWithMyBank.gov public website to submit complaints by the general public for OCC regulated financial institutions. CAMP provides OCC supervision with access to complaint data, OCC supervised banks access to individual consumer complaints against their institution; and redirecting misdirected complaints to the appropriate state or federal regulatory agency.

System Purpose:

The purpose of Case Analysis and Management Program (CAMP) is to provide fair access to financial services and assists bank customers with complaints and concerns related to applicable banking laws and regulations.

2.1. Is this a new information system or a significant revision of an existing system?

- New system.
- Revision of Existing system.

Section 2.2: Authority to Collect

12 U.S.C. 481

Section 2.3: Privacy Act Applicability; SORN Requirement

Section 2.3(a) Please check ALL statements below that apply to your system and provide any additional information requested.

1. The system does not retrieve records about an individual using an identifying number, symbol, or other identifying particular assigned to the individual. A SORN is not required with respect to the records in this system.
2. The system does retrieve records about an individual using an identifying number, symbol, or other identifying particular assigned to the individual. A SORN is required with respect to the records in this system.
3. A SORN was identified in the original PCLIA, and a determination was made during

this current PCLIA update those modifications [choose one] were we're not required

to that SORN. [If modifications were made, generally describe them here].

The current applicable SORN is:

CC .600

4. A SORN(s) was not identified or required in the original PCLIA, but a determination was made during this current PCLIA update that a SORN(s) is now required. The applicable SORN(s) is:
5. A SORN was published, and no exemptions are taken from any Privacy Act requirements.
6. Exemptions are claimed from the following Privacy Act provisions in the applicable SORN(s):

Section 3: Information Collection

Section 3.1: Relevant and Necessary

Section 3.1(a) Exemption Claimed from this Requirement?

The PII maintained in this system or by this project is **not** exempt from 5 U.S.C. § 552a(e)(1), the Privacy Act's requirement that an agency "*maintain in its records only such information about an individual as is relevant and necessary to accomplish a purpose of the agency required to be accomplished by statute or by executive order of the President.*"

The PII maintained in this system or by this project **is** exempt from 5 U.S.C. § 552a(e)(1), because [See Appendix B for a list of acceptable bases for claiming this exemption and cut and paste **here** all that apply].

Section 3.1(b) Continuously Assessing Relevance and Necessity

1. The PII in the system is not maintained in a system of records. Therefore, the Privacy requirements do not apply. [Explain **here** what you do to ensure relevance and necessity despite the fact that the Privacy Act does not apply].
2. The PII in the system is maintained in a system of records, but the agency exempted these records from the relevance and necessity requirement. [Explain **here** what you do to ensure relevance and necessity to the extent possible despite the fact the records are exempt from this requirement].
3. The system owner conducted an assessment prior to collecting PII for use in the system.
4. With respect to PII **currently** maintained (as of the time this PCLIA is being done) in the system, the PII [choose one] is is not limited to only that which is relevant and necessary to meet the system's or project's mission requirements. During the PCLIA process, the system always undergoes a review to ensure the continuing relevance and necessity of the PII in the system.
5. With respect to PII maintained in the system, there [choose one] is is not a process in place to continuously reevaluate and ensure that the PII remains relevant and

necessary. During the PCLIA process, the system always undergoes a review to ensure the continuing relevance and necessity of the PII on the system. If a determination is made that particular PII is no longer relevant and necessary in between PCLIA updates, this PCLIA will be updated at that time.

Section 3.2: PII and/or information types or groupings

Biographical/general information

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Name | <input type="checkbox"/> Nationality | <input type="checkbox"/> Country of Birth |
| <input type="checkbox"/> Age | <input type="checkbox"/> Citizenship | <input type="checkbox"/> Immigration Status |
| <input type="checkbox"/> Date of birth | <input type="checkbox"/> Ethnicity | <input type="checkbox"/> Alias (including nickname) |
| <input checked="" type="checkbox"/> Home physical/postal mailing address | <input type="checkbox"/> Gender | <input type="checkbox"/> City or County of Birth |
| <input checked="" type="checkbox"/> Zip Code | <input type="checkbox"/> Race | <input type="checkbox"/> Military Service Information |
| <input checked="" type="checkbox"/> Personal home phone, cell phone, or fax number | <input type="checkbox"/> Personal e-mail address | <input checked="" type="checkbox"/> Country or city of residence |
| <input type="checkbox"/> Other: | | |

Other information

- | | | |
|--|---|--|
| <input type="checkbox"/> Resume or curriculum vitae | <input type="checkbox"/> Cubical or office number | <input type="checkbox"/> Veteran's preference |
| <input type="checkbox"/> Religion/Religious Preference | <input type="checkbox"/> Retirement eligibility information | <input type="checkbox"/> Spouse Information |
| <input type="checkbox"/> Professional/personal references or other information about an individual's friends, associates or acquaintances. | <input type="checkbox"/> Contact lists and directories (known to contain at least some personal information). | <input type="checkbox"/> Information about other relatives |
| <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Marital Status | <input type="checkbox"/> Education Information |
| <input type="checkbox"/> Group/Organization Membership | <input type="checkbox"/> Information about children | |
| <input type="checkbox"/> Other: | | |

Identifying numbers assigned to individuals

- | | | |
|---|--|---|
| <input type="checkbox"/> Full Social Security number | <input type="checkbox"/> Personal device identifiers or serial numbers | <input type="checkbox"/> Vehicle Identification Number |
| <input type="checkbox"/> Truncated Social Security Number (e.g., last 4 digits) | <input type="checkbox"/> Internet Protocol (IP) Address | <input type="checkbox"/> Driver's License Number |
| <input type="checkbox"/> Employee Identification Number | <input type="checkbox"/> Personal Bank Account Number | <input type="checkbox"/> License Plate Number |
| <input type="checkbox"/> Taxpayer Identification Number | <input type="checkbox"/> Health Plan Beneficiary Number | <input type="checkbox"/> Professional License Number |
| <input checked="" type="checkbox"/> File/Case ID Number | <input type="checkbox"/> Credit Card Number | <input type="checkbox"/> Passport Number and information (nationality, date and place of issuance, and expiration date) |
| <input type="checkbox"/> Alien Registration Number | <input type="checkbox"/> Patient ID Number | |
| <input type="checkbox"/> Other: | | |

Specific Information/File Types

- | | | |
|--|--|--|
| <input type="checkbox"/> Taxpayer Information/Tax Return Information | <input type="checkbox"/> Law Enforcement Information | <input type="checkbox"/> Security Clearance/Background Check Information |
| <input type="checkbox"/> Civil/Criminal History Information/Police Records (obtained from government source) | <input type="checkbox"/> Civil/Criminal History Information/Police Records (obtained from commercial source) | <input type="checkbox"/> Credit History Information (government source) |
| <input type="checkbox"/> Protected Information (as defined in Treasury Directive 25-10) | <input type="checkbox"/> Credit History Information (commercial source) | <input type="checkbox"/> Bank Secrecy Act Information |
| <input type="checkbox"/> Information provided under a confidentiality agreement | <input checked="" type="checkbox"/> Personal Financial Information (e.g., loan information) | <input type="checkbox"/> Personnel Files |
| <input type="checkbox"/> Business Financial Information (including loan information) | <input type="checkbox"/> Case files | <input type="checkbox"/> Information subject to the terms of an international or other agreement |
| <input type="checkbox"/> Passport information (state which passport data elements are collected if not all) | | |
| <input type="checkbox"/> Other: | | |

Audit Log and Security Monitoring Information

- | | | |
|--|--|---|
| <input type="checkbox"/> User ID assigned to or generated by a user of Treasury IT | <input type="checkbox"/> Files and folders accessed by a user of Treasury IT | <input type="checkbox"/> Biometric information used to access Treasury facilities or IT |
| <input type="checkbox"/> Passwords generated by or assigned to a user of Treasury IT | <input type="checkbox"/> Internet or other queries run by a user of Treasury IT | <input type="checkbox"/> Contents of files accessed by a user of Treasury IT |
| <input type="checkbox"/> Files accessed by a user of Treasury IT (e.g., web navigation habits) | <input type="checkbox"/> Date and time an individual accesses a facility, system, or other IT | <input type="checkbox"/> Information revealing an individual's presence in a particular location as derived from security token/key fob, employee identification card scanners or other IT. |
| <input type="checkbox"/> Public Key Information (PKI). | <input type="checkbox"/> Still photos of individuals derived from security cameras. | <input type="checkbox"/> Purchasing habits or preferences |
| <input type="checkbox"/> Internet Protocol (IP) Address | <input type="checkbox"/> Video of individuals derived from security cameras | <input type="checkbox"/> Commercially obtained internet navigation/purchasing habits of individuals |
| <input type="checkbox"/> Global Positioning System (GPS)/Location Data | <input type="checkbox"/> Secure Digital (SD) Card or Other Data stored on a card or other technology | <input type="checkbox"/> Device settings or preferences (e.g., security level, sharing options, ringtones). |
| <input type="checkbox"/> Network communications data | <input type="checkbox"/> Cell tower records (e.g., logs, user location, time etc.) | |
| <input checked="" type="checkbox"/> Other: | | |
- Monitor user ID's created by OCC IT. Web Traffic security monitoring information.

Medical/Emergency Information Regarding Individuals

- Medical/Health Information
- Mental Health Information
- Sick leave information
- Other:
- Worker’s Compensation Act Information
- Information regarding disability
- Request for an accommodation under the Americans with Disabilities Act
- Emergency Contact Information (e.g., a third party to contact in case of emergency)
- Patient ID Number

Biometrics/Distinguishing Features/Characteristics of Individuals

- Physical description/ characteristics (e.g., hair, eye color, weight, height, sex, gender etc.) Identify which are collected: Fingerprints
- Photos/Video:
- Signatures
- Palm prints
- Voice audio recording
- Other:

Identifying numbers for sole proprietors (including business information)

- Sole proprietor business credit card number
- Sole proprietor business professional license number
- Sole proprietor business license plate number
- Other:
- Business Phone or Fax Number
- Sole proprietor business file case number
- Sole proprietor business vehicle identification number
- Business Physical/Postal Mailing Address
- Sole proprietor business taxpayer identification number
- Sole proprietor business bank account number

Section 3.3 Sources from which PII is obtained

Members of the Public

Members of the Public (i.e., including individuals who are current federal employees who are providing the information in their “personal” capacity (unrelated to federal work/employment). All of the following are members of the public. Please check relevant boxes (based on the context of collection and use in this system) for members of the public whose information is maintained in the system (only check if relevant to the purpose for collecting and using the information):

- Members of the general public.

The general public, or their designated representative, can fax, mail, or complete a form online to submit their information.

- Retired federal employees.
- Former Treasury employees
- Federal contractors, grantees, interns, detailees etc.
- Federal job applicants.
- Other:

Current Federal Employees, Interns, and Detailees

- Current Federal employees providing information in their capacity as federal employees
- Interns.
- Detailees. Other employment-related positions.

Treasury Bureaus (including Departmental Offices)

- Other Treasury Bureaus:

Other Federal Agencies

- Other federal agencies:

Cases are sometimes opened for an OCC regulated Bank with another Federal Agency. The other Federal Agency will refer the case to the OCC and send or upload the case information to CAMP, including any PII in the original complaint.

State and Local Agencies

- State and local agencies:

Cases are sometimes opened for an OCC regulated Bank with another State Agency. The other State Agency will refer the case to the OCC and send or upload the case information to CAMP, including any PII in the original complaint.

Private Sector

- Private sector organizations (for example, banks and financial organizations, data brokers or other commercial sources):
National banks and federal savings associations in response to specific consumer complaints.

Other Sources

- Other sources not covered above (for example, foreign governments).

Section 3.4: Privacy and/or civil liberties risks related to collection

Section 3.4(a) Collection Directly from the Individual to whom the PII pertains

None of the PII in the system was collected directly from an individual to whom it

Some or all of the information in this system was collected directly from an individual to whom it pertains. [Section 3.4\(b\) Privacy Act Statements](#)

1. None of the PII in the system was collected directly from the individuals to whom it pertains. Therefore, a Privacy Act Statement is not required.
2. Some All of the PII in the system was collected directly from the individual to whom it pertains. Therefore, a Privacy Act Statement was posted at the point where the PII was collected directly from the individual. That Privacy Act Statement was provided to the individual on the form in which the [PII](#) was collected on a separate sheet of paper that the individual could retain; or

in an audio recording or verbally at the point where the information was collected (e.g., on the phone) or Website where information was collected (helpwithmybank.gov) other: The Privacy Act Statement contained the following

- a. The authority (whether granted by statute, or by Executive order of the President) which authorizes the solicitation of the information.
- b. Whether disclosure of such information is mandatory or voluntary.
- c. The principal purpose or purposes for which the information is intended to be used.
- d. The individuals or organizations outside of OCC with whom the information may be/ will be shared.
- e. The effects on the individual, if any, if they decide not to provide all or any part of the requested information

Section 3.4(c) Use of Full Social Security Numbers

3.4(c)i. Justification of Social Security Numbers

N/A No full SSNs are maintained in the system.

1. Full SSNs are maintained in the system and the following approved Treasury uses of SSNs apply:
 - security background investigations;
 - interfaces with external entities that require the SSN;
 - a legal/statutory basis (e.g. where collection is expressly required by statute);
 - when there is no reasonable, alternative means for meeting business requirements;
 - statistical and other research purposes;
 - delivery of government benefits, privileges, and services;
 - for law enforcement and intelligence purposes;
 - aging systems with technological limitations combined with funding limitations render impracticable system modifications or replacements to add privacy risk reduction tools (partial/truncated/redacted or masked SSNs); and
 - as a unique identifier for identity verification purposes.

3.4(c)ii. Controls implemented to limit access to and or improper disclosure of full Social Security Numbers

1. Full SSNs are ***not*** maintained in the system.
2. Full SSNs ***are*** maintained in the system and the following controls are put in place to reduce the risk that the SSN will be seen or used by someone who does not have a need to use the SSN in order to perform their official duties (*check **ALL** that apply*):
 - a. The entire SSN data field is capable of suppression (i.e., being turned off) and the data field is suppressed when the SSN is not required for particular system users to perform their official duties.
 - b. do not require the SSN to perform their official duties.
 - c. Within the system, an alternative number (e.g., an Employee ID) is displayed to all system users who do not require the SSN to perform their official duties. The SSN is only linked to the alternative number within the system and when reporting outside the system (to an agency that requires the full SSN). The SSN is not visible to system users (other than administrators).
 - d. The SSN is truncated (i.e., shortened to the last 4 digits of the SSN) when displayed to all system users for whom the last four digits (but not the full) SSN are necessary to perform their official duties.
 - e. Full or truncated SSNs are only downloaded to spreadsheets or other documents for sharing within the bureau or agency when disclosed to staff whose official duties require access to the full or truncated SSNs for the particular individuals to whom they pertain. No SSNs (full or truncated) are included in spreadsheets or documents unless required by each recipient to whom it is disclosed in order to perform their official duties (e.g., all recipients have a need to see the SSN for each employee in the spreadsheet).
 - f. Other: 3.4(c)iii Denial of rights, benefits, or privileges for refusing to disclose Social Security Number
1. N/A No SSNs are maintained in the system.
2. Full SSNs are collected, but no individual will be denied any right, benefit, or privilege provided by law if the individual refuses to disclose their SSN for use in the system. If the individual chooses not to provide their SSN.
3. Full SSNs are collected, and the individual will be denied the following right, benefit, or privilege provided by law if they refuse to disclose their SSN:
Denial of this right, benefit or privilege does not violate the law because: [choose one of the two boxes below]:
 - a. SSN disclosure is required by the following Federal statute or Executive Order; **OR**
 - b. The SSN is disclosed to a Federal, state, or local agency that maintains a system of records that was in existence and operating before January 1, 1975, and disclosure was required under statute or regulation adopted prior to such date to verify the identity of an individual.

Section 3.4(d) Records describing how individuals exercise First Amendment rights

1. N/A. The system does ***not*** maintain information describing how an individual

exercises their rights guaranteed by the First Amendment.

2. The system **does** maintain information describing how an individual exercises their rights guaranteed by the First Amendment.
 - a. The individual about whom the information was collected or maintained expressly authorizes its collection/maintenance. The individual about whom the information was collected or maintained expressly authorized its collection by:
 - b. The information maintained is pertinent to and within the scope of an authorized law enforcement activity because: The following statute expressly authorizes its collection:
[*your response MUST contain all three if you use a statute as the basis for the collection*].

Section 4: Maintenance, use, and sharing of the information

Section 4.1: Ensuring accuracy, completeness, and timeliness of information collected, maintained, and shared when it is used to make determinations about individuals

Section 4.1(a). Exemption from the accuracy, relevance, timeliness, and completeness requirements in section (e)(5) of the Privacy Act

1. **None** of the information maintained in the system that is part of a system of records is exempt from the accuracy, relevance, timeliness, and completeness requirements in section (e)(5) of the Privacy Act.
2. All Some of the PII maintained in the system is part of a system of records and **is** exempt. The exemption claimed for these records is appropriate because [*please see Appendix B which contains sample justifications for this exemption and provide the appropriate bases here [more than one bases may apply]*].
3. The PII maintained in the system is **not**: (a) part of a system of records as defined in section (e)(5) of the Privacy Act; or (b) used to make adverse determinations about individuals (defined in the Privacy Act as U.S. Citizens and legal permanent residents).
Instead, the information is used to:
4. **None** of the information maintained in the system is part of a system of records. Despite the fact that the Privacy Act does not apply, the following protections are in place to ensure fairness to the individual:

Section 4.1(b) Protections in place despite exemption from the accuracy, relevance, timeliness, and completeness requirements

1. ***None*** of the information maintained in the system that is part of a [system of records](#) is exempt.
2. For all information maintained in the system that is part of a system of records that is exempt, the following efforts are made to ensure accuracy, relevance, timeliness, and completeness to the extent possible without interfering with the (*check one*) law enforcement intelligence other:
mission requirements for which the system was created:
 - a. The exempt information is ***not*** actually used to make any adverse determinations about individuals.
 - b. The exempt information is ***not*** actually used to make any adverse determinations about individuals without additional research and investigation to ensure accuracy, relevance, timeliness, and completeness.
 - c. Individuals and organizations to whom PII from the system is disclosed (as authorized by the Privacy Act) determine its accuracy, relevance, timeliness, and completeness in a manner reasonable for their purposes before they use it to make adverse determinations about individuals.
 - d. Individuals about whom adverse determinations are made using PII from this system are given an opportunity to explain or modify their information (check one) before after the adverse determination is made. During this process, individuals are allowed to:
 - e. Other:
3. No additional efforts are made to ensure accuracy, relevance, timeliness, and completeness to the extent possible because it would interfere with mission requirements.

Section 4.1(c)Collecting information directly from the individual when using it to make adverse determinations about them.

1. The records maintained by this system are ***not*** used to make any adverse determinations about individuals

2. The records maintained by this system **are** used to make adverse determinations about individuals **and** :
- a. These records **were** exempted from the Privacy Act provision that requires collection directly from the subject individual to the greatest extent practicable.
- b. These records were **not** exempted from the requirement to collect information directly from the individual to the greatest extent practicable **and**
- i. **All** records used to make an adverse determination are collected directly from the individual about whom the decision is made.
- ii. A **combination** of records collected from third parties **and** directly from the individual about whom the determination is made are used to make the determination because:
- iii. **None** of the records used to make adverse determinations are collected directly from the individual about whom determinations are made because seeking the information directly from the individual might :
- alert the individual to the fact that their conduct is being observed or investigated;
 - cause the individual to alter or modify their activities to avoid detection;
 - create risks to witnesses or other third parties if the individual is alerted to the fact that their conduct is being observed or investigated;
 - Other:

Section 4.1(d) Additional controls designed to ensure accuracy, completeness, timeliness and fairness to individuals in making adverse determinations

Administrative Controls Individuals about whom information is collected are given the following opportunities to amend/correct/update their information to ensure it is accurate, timely and complete to the extent reasonably necessary to assure fairness when it is used to make a determination about them:

- a. The PII collected for use in the system is NOT used to make adverse determinations about an individual's rights, benefits, and privileges under federal programs.
- b. The records maintained in the system are used to make adverse determinations and (select one) are are not exempt from the access provisions in the Privacy Act, 5

U.S.C. 552a(d).

- c. OCC has published regulations in place describing how individuals may seek access to and amendment of their records under the [Privacy Act](#). *The [Treasury/bureaus FOIA and Privacy Act disclosure regulations](#) can be found at 31 C.F.R. Part 1, Subtitle A, Subparts A and C.*
- d. Individuals who provide their information directly to OCC for use in the system are provided notice of the adverse determination and an opportunity to amend/correct/ update their information [*choose one*] before after it is used to make a final, adverse determination about them. This is accomplished by [*describe **here** how this process works and the protections in place, including redress/appeals processes; if notice is provided **after** an adverse determination is made, explain **here** why notice could not be provided **before** a determination was made, and the protections in place*]:
- e. Individuals who provide their information directly to OCC for use in the system are expressly told at the point where the information is collected that they need to keep their information accurate, current and complete because it could be used to make adverse determinations about them. This is accomplished by [*describe **here** how/where/when individuals are told they need to keep their information updated before it is used to make adverse decisions about them; include the exact language provided to the individuals*]:
- f. All manual PII data entry by federal employees/contractors is verified by a supervisor or other data entry personnel before it is uploaded to the system. This is accomplished by:
- g. Other:

Technical controls

- a. No additional technical controls are available to ensure accuracy, relevance, timeliness and completeness.
- b. Automated data feeds are used to refresh/update the information in the system

(where the system is reliant on updates from another system). These automated data feeds occur:

Cases are sometimes sent to another financial regulatory for an OCC regulated Bank. The other regulator will review the case and refer it to the OCC as needed to ensure complete, timely and fair response.

- c. Technical and/or administrative controls put are in place to ensure that when information about an individual is acquired from multiple sources for maintenance in a single file about a particular individual, it all relates to the same individual. This is accomplished by:
Manual controls are in place for multiple sources for the same case. The Customer Assistance Group staff will search for cases by a unique identifier. If a similar case is found in the system, the cases are related and closed if duplicate.
- d. Address verification and correction software:
- e. Other:

Section 4.2 Data-Mining

Section 4.2(a) Is the PII maintained in the system used to conduct data-mining?

- 1. The information maintained in this system or by this project ***is not*** used to conduct “data-mining” activities as that term is defined in the [9-11 Commission Act](#). Therefore, no privacy or civil liberties issues were identified in responding to this question.
- 2. The information maintained in this system or by this project ***is*** used to conduct “data-mining” activities as that term is defined in the [9-11 Commission Act](#). This system is included in Treasury’s annual report to Congress which can be found on the external Treasury privacy website.
- 3. The information maintained in this system or by this project ***is*** used to conduct “data-mining” activities as that term is defined in the [9-11 Commission Act](#), but this system is not included in Treasury’s annual report to Congress which can be found on the external Treasury privacy website. This system will be added to the next Treasury Data-mining report to Congress.

Section 4.3 Computer Matching

Section 4.3(a) Records in the system used in a computer matching program

- 1. The PII maintained in the system ***is not*** part of a Privacy Act system of records.
- 2. The information maintained in the system ***is*** part of a Privacy Act system of records, but ***is not*** used as part of a matching program.

3. The information maintained in the system **is** part of a Privacy Act system of records and **is** used as part of a matching program. *[If whether a Matching Agreement was executed and published as required by the CMPPA/Privacy Act; if no Matching Agreement was executed, please explain here why]:*

Section 4.3(b) Is there a matching agreement?

1. N/A
2. There is a matching agreement in place that contains the information required by Section (o) of the [Privacy Act](#).
3. There is a matching agreement in place, but it does not contain all of the information required by Section (o) of the [Privacy Act](#). The following actions are underway to amend the agreement to ensure that it is compliant.

Section 4.3(c) What procedures are followed before adverse action is taken against an individual who is the subject of a matching agreement search?

1. N/A
2. The bureau or office that owns the system conducted an assessment regarding the accuracy of the records that are used in the matching program and the following additional protections were put in place:
 - a. The results of that assessment were independently verified by:
 - b. Before any information subject to the matching agreement is used to suspend, terminate, reduce, or make a final denial of any financial assistance or payment under a Federal benefit program to an individual:
 - i. The individual receives notice and an opportunity to contest the findings; **OR**
 - ii. The Data Integrity Board approves the proposed action with respect to the financial assistance or payment in accordance with Section (p) of the [Privacy Act](#) before taking adverse action against the individual.
3. No assessment was made regarding the accuracy of the records that are used in the matching program.

Section 4.4: Information sharing with external (i.e., outside OCC) organizations and individuals

Section 4.4(a) PII shared with/disclosed to agencies, organizations or individuals outside OCC

1. PII maintained in the system is ***not*** shared with agencies, organizations, or individuals external to Treasury.
2. PII maintained in the system ***is*** shared with the following agencies, organizations, or individuals external to the OCC:
The OCC determines if the financial institution referenced in the complaint is regulated by the OCC. If not, the complaint information is sent to the correct regulator. Case information is shared with the financial institution listed in the case.
3. All external disclosures ***are*** authorized by the Privacy Act (including routine uses in the applicable SORN).

Section 4.4(b) Accounting of Disclosures

Making the Accounting of Disclosures Available

1. The records are not maintained in a system of records subject to the Privacy Act so an accounting is ***not*** required.
2. No external disclosures are made from the system.
3. The Privacy Act system of records maintained in the system ***is*** exempt from the requirement to make the accounting available to the individual named in the record. Exemption from this requirement was claimed because:
4. The Privacy Act system of records maintained in the system is ***not*** exempt from the requirement to make the accounting available to the individual named in the record and a log is maintained regularly. The log is maintained for at least five years and includes the date, nature, and purpose of each disclosure (not including intra-agency disclosures and FOIA disclosures) of a record to any person or to another agency (outside of OCC) and the name and address of the person or agency to whom the disclosure is made.
5. The Privacy Act system of records maintained in the system is ***not*** exempt from the requirement to make the accounting available to the individual named in the record and a log is ***not*** maintained regularly, but is capable of being constructed in a reasonable amount of time upon request. The information necessary to reconstruct the log (i.e., date, nature, and purpose of each disclosure) is maintained for at least five years.

Section 4.4(c) Obtaining Consent Prior to New Disclosures Not Authorized by the Privacy Act

Obtaining Prior Written Consent

1. The records maintained in the system of records are only shared in a manner consistent with one of the 12 exceptions in the Privacy Act, including the routine uses published in the Federal Register.
2. If a situation arises where disclosure (written, oral, electronic, or mechanical) must be made to anyone outside of the OCC who is not listed in one of the 12 exceptions in the Privacy Act (including the published routine uses), the individual's prior written consent will be obtained where feasible and appropriate.

Section 5: Compliance with federal information management requirements

Section 5.1: The Paperwork Reduction Act

1. The system maintains information obtained from individuals and organizations who are not federal personnel or an agency of the federal government (i.e., outside the federal government)
2. The system involves a new collection of [information in identifiable form](#) for 10 or more persons from outside the federal government.
3. The system completed an Information Collection Request ("ICR") and received OMB approval.
4. The system did not complete an Information Collection Request ("ICR") and receive OMB approval because:

Section 5.2: Records Management - NARA/Federal Records Act Requirements

1. The records used in the system are covered by a NARA's General Records Schedule (GRS). The GRS is:
2. The records used in the system are covered by a NARA approved Treasury bureau

Specific Records Schedule (SRS). The SRS:

The SRS is N1-101-06-1, Item 1a Remedy Customer Compliant System (CCS).

3. On the system owner sought approval from NARA for an SRS and is awaiting a response from NARA:
4. The system owner is still in the process of developing a new records schedule to submit to NARA.

Section 5.3: E-Government Act/NIST Compliance

1. The system is a federal [information system](#) subject to FISMA requirements.
2. The system last completed an SA&A and received an ATO on: 07/26/2022 This is a new system has not yet been authorized to operate. The expected to date for receiving ATO is:
3. The system maintains access controls to ensure that access to PII maintained is limited to individuals who have a need to know the information in order to perform their official OCC duties.
4. All OCC security requirements are met when disclosing and transferring information (e.g., bulk transfer, direct access by recipient, portable disk, paper) from the Treasury system to internal or external parties.
5. This system maintains an audit log of system users to ensure they do not violate the system and/or OCC Rules of Behavior.
6. This system has the capability to identify, locate, and monitor individuals or groups of people other than the monitoring of system users to ensure that they do not violate the system's rules of behavior.

Section 5.4: Section 508 of the Rehabilitation Act of 1973

1. The system will ***not*** involve the development, procurement, maintenance or use of EIT as that term is defined in [Section 508 of the Rehabilitation Act of 1973](#) (as amended in 1998)?
2. The system ***will*** involve the development, procurement, maintenance or use of EIT as that term is defined in [Section 508 of the Rehabilitation Act of 1973](#) (as amended in 1998)? *If checked:*
3. The system complies with all [Section 508](#) requirements, thus ensuring that individuals

with disabilities (including federal employees) have access and use (including access to privacy and civil liberties policies) that is comparable to that which is available to individuals who do not have disabilities.

4. The system is not in compliance with all [Section 508](#) requirements. The following actions are in progress to ensure compliance:

**Responsible Officials
Approval Signature**

Ron Shelden

Privacy Program Manager

Date signed: 03/08/2023