United States
CONSUMER PRODUCT SAFETY COMMISSION
Washington, D.C. 20207

MEMORANDUM

DATE: DEC 4 1996

TO : The Commission

Through: Sadye E. Dunn, Secretary
Pamela Gilbert, Executive Director PG
Douglas Noble, Director, Office of Information Systems DLNoble

FROM : Eric A. Rubel, General Counsel
Richard W. Allen, Assistant General Counsel
Joseph F. Rosenthal, Attorney

SUBJECT: Federal Register Notice for Privacy Act Systems of Records: Hotline Database

Ballot Vote due DEC 12 1996

The Privacy Act requires agencies to publish notices of new or substantially altered systems of records, i.e., systems from which personal information, confidential or not, is retrieved by personal name or identifier.

The Commission's Hotline maintains a computerized database of information supplied to it by consumers. The database is subject to the Privacy Act because it contains the names, addresses, and telephone numbers of callers and permits retrieval by callers' names. The attached Federal Register notice describes the database, using the format prescribed by the Act and the Office of the Federal Register.

The Privacy Act also requires that reports on new systems of records be submitted to OMB and the Congress. In accordance with Appendix I to OMB Circular A-130, we have prepared the attached letters to OMB, the Chairman of the Committee on Government Reform and Oversight of the House of Representatives, and the Chairman of the Committee on Governmental Affairs of the Senate. Each letter will include the attached "Narrative Statement," also required by Circular A-130, and a copy of the Federal Register notice itself.

Please indicate your vote on the following options.

I. Approve the Federal Register notice and letters.

_____ (Signature) _____ (Date)

NOTE: This document has not been reviewed or accepted by the Commission.
Initial ____ **Date** 12/4/96

CPSA 6 (b)(1) Cleared
No Mfrs/PrvtLblrs or Products Identified
Excepted by Administrator
12/4/96

II. Approve the Federal Register notice and letters with the following changes (Please Specify):

_____ (Signature) _____ (Date)

II. Do not approve the Federal Register notice and letters.

_____ (Signature) _____ (Date)

IV. OTHER (please specify).

_____ (Signature) _____ (Date)

Attachment(s)

{Billing Code 6335-01]

Privacy Act of 1974, Announcement of System of Records

AGENCY: Consumer Product Safety Commission.

ACTION: Announcement of system of records.

DATES: The system of records will become effective on [insert date 40 days from date of publication in the FEDERAL REGISTER] unless comments are received which require a contrary determination.

ADDRESSES: Comments should be mailed to the Office of the Secretary, Consumer Product Safety Commission, Washington, DC 20207.

FOR FURTHER INFORMATION CONTACT: Joseph F. Rosenthal, Office of the General Counsel, Consumer Product Safety Commission, Washington, DC 20207, Telephone (301) 504-0980.

SUPPLEMENTARY INFORMATION: The Consumer Product Safety Commission is publishing notice of a system of records for incident reports submitted to the Commission.

The Commission's statutory responsibilities include "to collect, investigate, analyze, and disseminate injury data, and information relating to the causes and prevention of death, injury, and illness associated with consumer products." (15 U.S.C. 2054(a)(1)). In carrying out these responsibilities, the Commission encourages the public to report injuries, deaths, and suspected hazards associated with consumer products and to make inquiries about such matters. Incident reports and queries are submitted to the Commission's Hotline by toll free telephone

calls. Submitters are encouraged to supply their names, addresses, and telephone numbers and that of victims, if different, but need not do so. The Commission may use this personal information to contact the submitter or the victim to verify the information submitted, to request additional information about the reported incident, to help determine the cause of injuries and deaths associated with consumer products, or to respond to follow-up questions from submitters about Commission actions taken.

The volume of incident reports and their complexity makes it necessary to store these reports as a system of records in a computer database. Access to the database is limited to selected Commission staff with a need to know, and requires two separate passwords.

The Chairman of the Committee on Governmental Affairs of the Senate, the Chairman of the Committee on Government Reform and Oversight of the House of Representaties, and the Office of Management and Budget have been notified of this system.

Dated:

Sadye E. Dunn, Secretary

Consumer Product Safety Commission

System Name: Hotline Database——CPSC-4

System location:

Consumer Product Safety Commission, Office of Information Systems, 4330 East West Highway, Bethesda, MD.

Categories of individuals covered by the system:

Persons who contact the Consumer Product Safety Commission's Hotline to report consumer product associated injuries, illnesses, deaths, incidents, or perceived hazards associated with consumer products; and other persons identified by the reporting persons as victims of consumer product associated incidents.

Categories of records in the system:

Information about accidents, injuries, illnesses, deaths, and suspected safety hazards associated with consumer products. The records contain free form narratives, and a variety of fields dedicated to specific data about different types of products or incidents. Records contain personal information such as the name, address, and telephone number of the person submitting the information and the name of the victim, if different.

Authority:

Section 5 of the Consumer Product Safety Act, 15 U.S.C. 2054.

Purpose(s):

To collect data on hazards, defects, injuries, illnesses, and deaths associated with consumer products; to respond to inquiries from the public; to record personal information to permit further interaction with persons submitting data or persons named by those who submit data; to further public safety by helping determine the cause of injuries and deaths associated with consumer products.

Routine uses of records maintained in the system, including categories of uses and the purposes of such uses:

Records are disclosed to contractor personnel who operate the Consumer Product Safety Commission's Hotline and who enter data into the database. Copies of records are mailed to callers for their verification of the information provided. Copies of records may also be sent to sources of consumer products identified in the records (e.g., manufacturers, distributors, or retailers) and may be distributed to others, but any personal identifying information is deleted before such disclosure unless permission to disclose such personal identifying information has been explicitly granted in writing by the person in question.

Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

Storage:

Records are maintained by a computer database management system on a local and wide area network. Paper copies of individual records are made by the Hotline staff but these are not stored by name or other individual identifier. Other paper copies are made available to Commission staff but are not stored by name or other individual identifier. Retrievability:

Records are retrievable by a a vriety of fields, including the name of the person who submitted the information, but not by the name of the victim, if different from the person who submitted the information.

Safeguards:

Access to the computer records requires the use of two passwords: one to access the agency's computer network and another to access the database. Access is limited to those with a particular need to know the information -- selected Commission employees and the contractor employees who operate the the Hotline.

Retention and disposal:

Computer records are maintained indefinitely. Paper records are destroyed when no longer needed.

System manager(s) and address:

Hotline Project Officer, Communication Services Division, Office of Information Systems, Consumer Product Safety Commission, Washington, DC 20207.

Notification procedure:

Freedom of Information/Privacy Act Officer, Office of the Secretary, Consumer Product Safety Commission, Washington, DC 20207.

Record access procedures:

Same as notification.

Contesting record procedures:

Same as notification.

Record source categories:

Information in these records is initially supplied by persons who contact the Commission. The Commission may solicit additional or verifying information from those persons or from other persons who were identified as victims.

U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, D.C. 20207

Honorable Sally Katzen
Administrator, OIRA
Office of Management and Budget
Att: Docket Library
New Executive Office Building, Room 10012
Washington, DC 20503

Re: Privacy Act System Report

Dear Ms. Katzen:

Enclosed please find a Federal Register notice and a supporting narrative which describe a Privacy Act system of records, entitled "Hotline Database--CPSC-4." The notice is being submitted to the Federal Register for publication simultaneously with the mailing of this letter.

The system of records does not duplicate any existing Consumer Product Safety Commission or government-wide system of records. If further information is required, please contact Mr. Joseph F. Rosenthal at 301-504-0980.

Sincerely,

Todd Stevenson
Privacy Act Officer
Office of the Secretary

Enclosures

U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, D.C. 20207

Honorable Ted Stevens, Chairman
Committee on Governmental Affairs
340 Dirksen Senate Office Building
Washington, DC 20510-6250

Re: Privacy Act System Report

Dear Mr. Chairman:

Enclosed please find a Federal Register notice and a supporting narrative which describe a Privacy Act system of records, entitled "Hotline Database--CPSC-4." The notice is being submitted to the Federal Register for publication simultaneously with the mailing of this letter.

The system of records does not duplicate any existing Consumer Product Safety Commission or government-wide system of records. If further information is required, please contact Mr. Joseph F. Rosenthal at 301-504-0980.

Sincerely,

Todd Stevenson
Privacy Act Officer
Office of the Secretary

Enclosures

U.S. CONSUMER PRODUCT SAFETY COMMISSION
WASHINGTON, D.C. 20207

Honorable William F. Clinger Jr.
Committee on Governmental Reform and Oversight
2157 Rayburn House Office Office Building
Washington, DC 20515-6143

Re: Privacy Act System Report

Dear Mr. Chairman:

Enclosed please find a Federal Register notice and a supporting narrative which describe a new Privacy Act system of records, entitled "Hotline Database--CPSC-4." The notice is being submitted to the Federal Register for publication simultaneously with the mailing of this letter.

The system of records does not duplicate any existing Consumer Product Safety Commission or government-wide system of records. If further information is required, please contact Mr. Joseph F. Rosenthal at 301-504-0980.

Sincerely,

Todd Stevenson
Privacy Act Officer
Office of the Secretary

Enclosures

Narrative Statement

Hotline Database—CPSC-4

1. This system of records supports the functions of the Consumer Product Safety Commission's Hotline, which receives toll free telephone calls from consumers who wish to report accidents, incidents, or perceived hazards relating to consumer products or to ask questions about product hazards.

2. This system of records is maintained under authority of 15 U.S.C. 2054, which authorizes the Consumer Product Safety Commission to "collect, investigate, analyze, and disseminate information relating to the causes and prevention of death, injury, and illness associated with consumer products."

3. This system of records will not affect the privacy of individuals because the personal identifying information is voluntarily supplied by the person to whom a record pertains, and the personal identifying information is not disclosed beyond the Commission and its contractors without the written permission of the person to whom the record pertains.

4. Access to the computer database is restricted to those with a particular need to know the information -- the contractor employees who receive data from consumers and enter it into the database, and selected Commission headquarters and field employees. In every case, two separate passwords are required to access the data, whether the user has a physical network connection to the data or uses remote control software to manipulate a headquarters computer which is physically connected to the network. Passwords are changed periodically. Paper records are made from individual database records, but these are not stored by name or other individual identifier.

5. The only routine use is that for the contractor personnel who actually operate the hotline, i.e., answer telephones, ask questions as necessary to obtain full information, transcribe responses, and enter data into the database from telephone calls. This routine use is not only compatible with, but essential for, the purpose for which the data is collected.

6. The OMB Control Number is 3041-0029, "Follow-up Activities for Product-Related Injuries." It expires May 31, 1997.