U.S. Consumer Product Safety Commission PRIVACY IMPACT ASSESSMENT				
Name of Project:	Hotline Database			
Office/Directorate:	Office of Information and Public Affairs			
A. CONTACT INFORMATION				
Person completing PIA: (Name, title, organization and ext.)	Nychelle Fleming, Public Affairs Specialist, Office of Information and Public Affairs 301-504-7063			
System Owner: (Name, title, organization and ext.)	Nychelle Fleming, Public Affairs Specialist, Office of Information and Public Affairs 301-504-7063			
System Manager: (Name, title, organization and ext.)	Vivian Forrest, Telesis, 301-575-1287			
B. APPROVING OFFICIALS	**Signature**	**Approve**	**Disapprove**	**Date**
System Owner	X Nychelle Fleming Nychelle Fleming Public Affair Specialist	✓		7/22/11
Privacy Advocate Linda Glatz, ITPP	X Linda Glatz Linda Glatz	✓		7-12-11
Chief Information Security Officer Patrick Manley, ITTS	X Patrick Manley Patrick Manley	✓		7-20-11
Senior Agency Official for Privacy Mary James, Director, ITPP **System of Record? CPSC-4** **__X__ Yes ____ No**	X Mary James Mary James	✓		7-20-11
Reviewing Official: Patrick D. Weddle, AED, EXIT	X Pactrick D. Weddle	✓		7/21/11
C. SYSTEM APPLICATION/GENERAL INFORMATION				
1. Does this system contain any personal information about individuals? (If there is **NO** information collected, maintained, or used that is identifiable to the individual, the remainder of PIA does not have to be completed.)	Yes			
2. Is this an electronic system?	Yes			

D. DATA IN THE SYSTEM	
1. **What categories of individuals are covered in the system?** (public, employees, contractors)	Persons who contact the hotline to report consumer product associated injuries, illnesses, deaths, incidents, or perceived hazards associated with consumer products, or request information about such matters; and other persons identified by the reporting persons as victims of consumer product associated incidents.
2. **Generally describe what data/information will be collected in the system.**	The individual's contact information such as name, address and phone number.
3. **Is the source of the information from the individual or is it taken from another source? If not directly from individual, then what other source?**	Information is obtained directly from the individual contacting the hotline.
4. **How will data be checked for completeness?**	Data is obtained directly from contact person, it will not be checked for completeness.
5. **Is the data current?** (What steps or procedures are taken to ensure the data is current and not out-of-date?)	The data is considered current as of the date reported by the individual.
6. **Are the data elements described in detail and documented?** (If yes, what is the name and location of the document?)	Yes, data elements are described and documented in the Footprints database.
E. ATTRIBUTES OF THE DATA	
1. **Explain how the use of the data is both relevant and necessary to the purpose for which the system is being designed?**	The purpose of the system is 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 rinteraction with persons submitting data or persons named by those who submit data; to further rpublic safety by helping determine the cause of injuries and deaths associated with consumer products.
2. **For electronic systems, if the data is being consolidated, what controls are in place to protect the data from unauthorized access or use? Explain.**	Data is not being consolidated.
3. **How will the data be retrieved? Can it be retrieved by a personal identifier? If yes, explain and list the identifiers that will be used to retrieve information on the individual.**	Data may be retrieved by person's name.
4. **What opportunities do individuals have to decline to provide information or to consent to particular uses of the information?**	Individuals may decline to provide contact information
F. MAINTENANCE AND ADMINISTRATIVE CONTROLS	
1. **What are the retention periods of data in this system?**	Due to a lack of established record retention schedule, records are kept indefinitely.
2. **What are the procedures for disposition of the data at the end of the retention period? How long will the reports produced be kept? Where are the procedures documented?**	N/A
3. **For electronic systems, will this system provide the capability to identify, locate, and monitor individuals? If yes, explain.**	No
4. **For electronic systems only, what controls will be used to prevent unauthorized monitoring?**	Authorized staff will be required to use login credentials
5. **Is this system currently identified as a**	Yes. CPSC-4, Hotline Database

CPSC system of records? If so, under which notice does the system operate?	
6. If the system is being modified, will the Privacy Act system of records notice require amendment or revision? Explain	N/A
G. ACCESS TO DATA	
1. Who will have access to the data in the system? (e.g., contractors, managers, system administrators, developers, other).	Hotline contractor staff, system administrators, managers.
2. What controls are in place to prevent the misuse of data by those having access? (Please list processes and training materials.)	Access to the computer records requires the use of 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 and the contractor employees who operate the Hotline. All staff and contractors are required to take annual Privacy Training.
3. Who is responsible for assuring proper use of the data?	Project Manager
4. Are contractors involved with the design and development of the system and will they be involved with the maintenance of the system? Are contractors involved in the collection of the data? If yes, were Privacy Act contract clauses inserted in their contracts and other regulatory measures addressed?	Yes. Yes. Yes.
5. Do other systems share data or have access to the data in the system? If yes, explain. Who will be responsible for protecting the privacy rights of the public and employees affected by the interface?	No.
6. Will other agencies share data or have access to the data in this system? If yes, how will the data be used by the other agency?	No.
7. Will any of the personally identifiable information be accessed remotely or physically removed?	No.