

PRIVACY IMPACT ASSESSMENT (PIA)

PRESCRIBING AUTHORITY: DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:

Customer Relationship Management-Software as a Service-myPers (CRM-SaaS-myPers)

2. DOD COMPONENT NAME:

United States Air Force

3. PIA APPROVAL DATE:

09/23/20

Air Force Digital Transformation Activity (A1 DTA)

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: (Check one. Note: foreign nationals are included in general public.)

- From members of the general public From Federal employees and/or Federal contractors
- From both members of the general public and Federal employees and/or Federal contractors Not Collected (if checked proceed to Section 4)

b. The PII is in a: (Check one)

- New DoD Information System New Electronic Collection
- Existing DoD Information System Existing Electronic Collection
- Significantly Modified DoD Information System

c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.

CRM-SaaS-myPers is a Cloud enabled application used by the Air Force Personnel Center (AFPC), Air Reserve Personnel Center (ARPC), and Air National Guard (ANG) to support our Service Centers in San Antonio and Denver. Air Force users will access CRM-SaaS-myPers to complete personnel actions such as retirements, separations and retraining and allows the technician to track these actions in an incident unique to the person who applied. This application is used by the agents in the Service Centers to track phone calls they receive from Air Force members and route the case to personnel in Tier 1, 2 or 3 offices to answer their question. CRM-SaaS-myPers ensures a modernized and self-service HR tool is continuously available to all Airmen anywhere, anytime. It is to this purpose that the data in the Personnel Data System is collected, maintained, and used.

Personal information collected includes: Citizenship, Employment information, home/cell phone, mailing/home address, race, ethnicity, work e-mail address, Birth date, Disability information, Education information, marital status, official duty telephone, personal e-mail address position/title, rank/grade, security information, DoD ID Number, Emergency Contact, Gender/Gender Identification, Name(s), Other ID Number, SSN, and Other names used.

d. Why is the PII collected and/or what is the intended use of the PII? (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

Accurately identify the non-DoD employee member, process transactions/requests from the member and to perform routine personnel transactions.
Administrative use in processing human resources transactions.

e. Do individuals have the opportunity to object to the collection of their PII? Yes No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

Banner is posted on myPers advising users that PII is voluntary; however, failure to provide your SSN may delay access to Air Force Personnel Center web site services.

f. Do individuals have the opportunity to consent to the specific uses of their PII? Yes No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

Banner is posted on myPers advising users that PII is voluntary; however, failure to provide your SSN may result in a denial of Air Force Personnel Center web site services.

User must select "I Agree & Continue to myPers" button

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

- Privacy Act Statement Privacy Advisory Not Applicable

It is displayed on the myPers landing pages as follows:

"Privacy and Security Notice

•Authority: 10 U.S.C. Section 9013, Secretary of the Air Force; 10 U.S.C. Chapter 31, Enlistments; 10 U.S.C. Chapter 81, Civilian Employees; 10 U.S.C. Chapter 87, Defense Acquisition Workforce Improvement Act; 10 U.S.C. Chapter 913, Enlistments; 10 U.S.C. Chapter 915, Appointments in the Regular Air Force; 10 U.S.C. Chapter 919, Temporary Appointments; 10 U.S.C. Chapter 921, Active Duty; 10 U.S.C. Chapter 933, Miscellaneous Rights and Benefits; 10 U.S.C. Chapter 937, Decorations and Awards; 10 U.S.C. Chapter 941, Retirement for Length of Service; 10 U.S.C. Chapter 943, Retired Grade; 10 U.S.C. Chapter 945, Computation of Retired Pay; 5 U.S.C. Chapter 12, Merit Systems Protection Board, Office of Special Counsel, and Employee Right of Action; 5 U.S.C. Chapter 14, Agency Chief Human Capital Officers; 5 U.S.C. Part III- Employees; 37 U.S.C. Pay and Allowances of the Uniformed Services; 32 U.S.C. National Guard; AFI 36-2110, Total Force Assignments; AFI 36-2406, Officer and Enlisted Evaluation Systems; AFI 36-2502, Enlisted Airman Promotion/Demotion Programs; AFI 36-2606, Reenlistment and Extension of Enlistment in the United States Air Force; AFI 36-2608, Military Personnel Records System; AFI 36-2670, Total Force Development; AFI 36-2905, Fitness Program; AFI 36-3009, Airman and Family Readiness Centers; AFI 36-3012, Military Entitlements; AFMAN 36-2664, Personnel Assessment Program; AFMAN 36-2032, Military Recruiting and Accessions; E.O. 9397 (SSN), amended by EO 13478.

•Purpose: Information is collected to verify your eligibility for an AFPC Secure account and to open/complete personnel actions request made by the user.

•Routine Use: For site management, information is collected for analytical and statistical purposes. This government computer system uses software programs to create summary statistics, which are used for such purposes as assessing what information is of most and least interest, determining the technical design specifications, and identifying system performance or problem areas.

•Disclosure: Voluntary; however, your interaction with this system is not anonymous. By using this system you are consenting to the monitoring of your activity. Raw data logs will only be used to identify individual users and their usage habits for authorized law enforcement investigations or national security purposes. These logs are used for no other purposes and are scheduled for regular destruction in accordance with Air Force Web-RIMS RDS.

•System of Records Notice: F036 AF PC Q Personnel Data System (PDS)."

User must click "I Agree & Continue to myPers" to advance to login screen.

h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component? (Check all that apply)

Within the DoD Component

Specify.

Internal Air Force HR functional offices, and other Air Force offices as needed for personnel management

Other DoD Components

Specify.

Defense Information Systems Agency (DISA), and other DoD components as needed for personnel management

Other Federal Agencies

Specify.

State and Local Agencies

Specify.

Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.)

Specify.

Other (e.g., commercial providers, colleges).

Specify.

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

Individuals

Databases

Existing DoD Information Systems

Commercial Systems

Other Federal Information Systems

Information is either imported from MilPDS or DCPDS or is provided by the individual.

j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)

- | | |
|---|--|
| <input checked="" type="checkbox"/> E-mail | <input type="checkbox"/> Official Form (Enter Form Number(s) in the box below) |
| <input type="checkbox"/> Face-to-Face Contact | <input checked="" type="checkbox"/> Paper |
| <input checked="" type="checkbox"/> Fax | <input checked="" type="checkbox"/> Telephone Interview |
| <input checked="" type="checkbox"/> Information Sharing - System to System | <input checked="" type="checkbox"/> Website/E-Form |
| <input type="checkbox"/> Other (If Other, enter the information in the box below) | |

k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

- Yes No

If "Yes," enter SORN System Identifier F036 AF PC Q Personnel Data System (PI

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.defense.gov/Privacy/SORNs/>
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date 09/11/20

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority. DAA-GRS-2017-0003-00

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

T 33 - 49 R 02.00; Electronic Files and Records Used to Create or Update a Master File or System of Record--Delete after information is transferred to the master file and verified.

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.

- (1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.
- (2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply).
 - (a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.
 - (b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.
 - (c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.

10 U.S.C. Section 9013, Secretary of the Air Force; 10 U.S.C. Chapter 31, Enlistments; 10 U.S.C. Chapter 81, Civilian Employees; 10 U.S.C. Chapter 87, Defense Acquisition Workforce Improvement Act; 10 U.S.C. Chapter 913, Enlistments; 10 U.S.C. Chapter 915, Appointments in the Regular Air Force; 10 U.S.C. Chapter 919, Temporary Appointments; 10 U.S.C. Chapter 921, Active Duty; 10 U.S.C. Chapter 933, Miscellaneous Rights and Benefits; 10 U.S.C. Chapter 937, Decorations and Awards; 10 U.S.C. Chapter 941, Retirement for Length of Service; 10 U.S.C. Chapter 943, Retired Grade; 10 U.S.C. Chapter 945, Computation of Retired Pay; 5 U.S.C. Chapter 12, Merit Systems Protection Board, Office of Special Counsel, and Employee Right of Action; 5 U.S.C. Chapter 14, Agency Chief Human Capital Officers; 5 U.S.C. Part III- Employees; 37 U.S.C. Pay and Allowances of the Uniformed Services; 32 U.S.C. National Guard; AFI 36-2110, Total Force Assignments; AFI 36-2406, Officer and Enlisted Evaluation Systems; AFI 36-2502, Enlisted Airman Promotion/Demotion

Programs; AFI 36-2606, Reenlistment and Extension of Enlistment in the United States Air Force; AFI 36-2608, Military Personnel Records System; AFI 36-2670, Total Force Development; AFI 36-2905, Fitness Program; AFI 36-3009, Airman and Family Readiness Centers; AFI 36-3012, Military Entitlements; AFMAN 36-2664, Personnel Assessment Program; AFMAN 36-2032, Military Recruiting and Accessions; E.O. 9397 (SSN), amended by EO 13478.

n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

Yes No Pending

(1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.

(2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."

(3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

CRM-SaaS-myPers is not used to collect/solicit public information from military (active duty, guard and reserve) and civilian employees. CRM-SaaS-myPers is a transactional system used to process HR cases for ultimate storage in the System of Record (Automated Records Management System).

NOTE: Sections 1 above is to be posted to the Component's Web site. Posting of these Sections indicates that the PIA has been reviewed to ensure that appropriate safeguards are in place to protect privacy. A Component may restrict the publication of Sections 1 if they contain information that would reveal sensitive information or raise security concerns.