

## **Website Modernization – USAID.gov**

### **PRIVACY IMPACT ASSESSMENT (PIA) SUMMARY**

**System Name: Website Modernization – USAID.gov**

**Date PIA Completed: April 4, 2012**

### **OVERVIEW**

The USAID external website (<http://www.usaid.gov>) is a critical resource for individuals seeking information on USAID. The website contains 90,000 pages and attracts approximately 400,000 users monthly with 1.5 million page views per month. The public website also provides the public with a conduit for finding opportunities to work for or do business with USAID.

### **AUTHORITY FOR COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION (PII)**

Privacy Act of 1974 (Pub. L. 93-579), sec. 552a(c), (e), (f), and (p).

### **INFORMATION COLLECTION (WHAT)**

The USAID.gov website collects users' name, personal and work email addresses, home address information, and personal and work phone numbers.

### **INFORMATION COLLECTION (WHY)**

The USAID external website disseminates information about USAID programs, results, and policies to the general public. The site operates worldwide and fulfills the function of providing transparent public information on official activities of the U.S. Government through USAID.

### **AGENCY INTENDED USE**

USAID will use the PII collected by the website for the following purposes:

- Responding to public feedback;
- Responding to public requests for information;
- Responding to technical support requests;
- Responding to procurement information requests;
- Collecting feedback from youth in developing countries;
- Providing newsletter subscription deliveries; and
- Storing contact information to verify claims or perform investigations.

## **INFORMATION SHARING**

USAID will share the PII collected by the website with the following persons and organizations:

- Bureaus or offices within USAID that can provide answers to information requests;
- Bureaus or offices within USAID that can provide technical support;
- Bureau of Management Office of Acquisition and Assistance and the A&A Ombudsman;
- Specific persons administering youth impact programs;
- Owners of specific distribution lists;
- FrontLines staff and vendors providing fulfillment services for physical copies of FrontLines documents;
- Office of the Inspector General (OIG) Investigations Division (If the complainant does not request confidentiality, the data provided could be shared as necessary with law enforcement agencies during an investigation.); and
- Bureau of Management Office of Management Policy, Budget and Performance for ADS questions and comments.

## **NOTICE OF OPPORTUNITIES FOR CONSENT**

Provision of PII for certain services is detailed below:

- Requests for responses to public inquiries are optional;
- Requests for responses to webmaster comments are optional;
- Complaint hotline tips can be provided anonymously; and
- Requests for responses to ADS comments are optional

## **INFORMATION SECURITY**

When responding to a comment or request, PII is used for the limited purpose of delivering a response. Email messages received by USAID.gov that contain PII are stored in the USAID email system.

When subscribing to a listserv newsletter, PII is stored on the listserv's database server. Information stored on these servers is retrievable by only the listserv owner or the system administrator.

PII collected by the FrontLines program is stored on the Office of Legislative and Public Affairs (LPA) shared drive and accessible to only LPA staff. Information collected by the OIG complaint hotline is stored within secure OIG databases and the Case Management System.

## **SYSTEM OF RECORDS NOTICE (SORN)**

USAID-28, USAID Personnel Locator System