

U.S. Department of State Privacy Impact Assessment Summary

TITLE: Tracking Responses and Inquiries for Passports (TRIP)
February 2008

I. Describe the information to be collected (e.g., nature and source). Be sure to include any information in an identifiable form, e.g., name, address, social security number or other identifying number or code, telephone number, email address, etc.

The customer support representatives (CSRs) located at the National Passport Information Center (NPIC) collect the required information from U.S. citizens and input the information via data entry into TRIP. The following information is collected:

- Full Name;
- Social Security Number;
- Date of Birth;
- Address;
- Phone Number; and
- Email Address.

TDIS is also a source of TRIP information.

II. Why is the information being collected (e.g., to determine eligibility)?

TRIP is a web based application used by customer support representative (CSRs) who are located at the National Passport Information Center (NPIC) in Dover, NH. CSRs respond to phone, letter and email inquiries for passport application status from U.S. citizens.

III. How will the information be used (e.g., to verify existing data)?

A CSR enters the applicant's information to search the TDIS database. The initial step is to query the TDIS system and use the search results to verify if the applicant is already in the TRIP system. If the applicant already exists in TRIP then the existing record will be used. If the applicant is not in the TRIP system, then a new application record is created based on information from TDIS system.

IV. Will you share the information with others (e.g., another agency for a programmatic purpose)? If yes, list the entities.

Trip information will not be shared with other agencies for programmatic purposes.

V. Describe what opportunities individuals have been given to decline to provide information or to consent to particular use of the information (e.g., whether individual may withhold permission for a particular use).

U.S. citizens who call CSRs are informed by them to call NPIC regarding the status of their passport application, the information needed and the purpose for giving the information. They are advised that they can decline to provide the information requested, however, in doing so, their passport status will not be able to be tracked by TRIP. By providing the information requested, U.S. citizens are consenting for the information to be used for its identified purpose.

VI. How will the information be secured (e.g., administrative and technological controls)?

Only authorized Department of State CSRs and authorized Passport Agency personnel have access to the data in the system.

Personnel accessing the TRIP information must be authorized by NPIC management. Authorized personnel require a user ID/password to access the TRIP information. User access to TRIP information is based on their roles. The regular users (CSR) will be allowed to create records and append new data to those records. The supervisors are allowed to review and make necessary corrections to the passport applicant record in TRIP. All TRIP users have knowledge of the FAM/FAH policies and are required to obtain annual Security Awareness Training.

All contractors involved with the design, development and maintenance have had the Privacy Act contract clauses inserted in their contracts and all other regulatory measures have been addressed. Rules of conduct have been established and training given regarding the handling of such information under the Privacy Act of 1974, as amended. The development and maintenance of TRIP is performed by AT&T.

VII. How will the data be retrieved (e.g., will it be retrieved by a personal identifier such as name, social security number, address, telephone number or some other identifier that is unique to an individual)?

Data will be retrieved using the following personal identifiers:

- Application Number;
- First Name;
- Last Name;

- Date of Birth; and
- Social Security Number