



# PRIVACY IMPACT ASSESSMENT

(Rev. 2/2020)

(All Previous Editions Obsolete)

Please submit your responses to your Liaison Privacy Official.

**All entries must be Times New Roman, 12pt, and start on the next line.**

If you need further assistance, contact your LPO. A listing of the LPOs can be found here:

[https://usepa.sharepoint.com/:w:/r/sites/oei\\_Community/OISP/Privacy/LPODoc/LPO%20Roster.docx](https://usepa.sharepoint.com/:w:/r/sites/oei_Community/OISP/Privacy/LPODoc/LPO%20Roster.docx)

<b>System Name:</b>  Quill	<b>System Owner:</b>  Yousef Elmasry
<b>Preparer:</b> Yousef Elmasry	<b>Office:</b> Office of the Administrator, Office of the Executive Secretariat
<b>Date:</b> October 12, 2022	<b>Phone:</b> (202) 564-0207
<b>Reason for Submittal:</b> New PIA <input checked="" type="checkbox"/> Revised PIA <input type="checkbox"/> Annual Review <input type="checkbox"/> Rescindment <input type="checkbox"/>	
<b>This system is in the following life cycle stage(s):</b> Development	
Definition <input checked="" type="checkbox"/> Development/Acquisition <input type="checkbox"/> Implementation <input type="checkbox"/>	
Operation & Maintenance <input type="checkbox"/> Rescindment/Decommissioned <input type="checkbox"/>	
<b>Note: New and Existing Systems require a PIA annually, when there is a significant modification to the system or where privacy risk has increased to the system. For examples of significant modifications, see <u>OMB Circular A-130, Appendix 1, Section (c) (1) (a-f).</u></b>	
<b>The PIA must describe the risk associated with that action. For assistance in applying privacy risk see <u>OMB Circular No. A-123, Section VII (A) (pgs. 44-45).</u></b>	

**Provide a general description/overview and purpose of the system:**

Quill is EPA's correspondence tracking and workflow management system replacing the Correspondence Management System (CMS). It scans, logs, routes, tracks, and stores incoming and outgoing correspondence in all Program and Regional Offices.

## **Section 1.0 Authorities and Other Requirements**

### **1.1 What specific legal authorities and/or Executive Order(s) permit and define the collection of information by the system in question?**

#### **5 U.S.C. 301 Departmental Regulations**

The head of an Executive department or military department may prescribe regulations for the government of his department, the conduct of its employees, the distribution and performance of its business, and the custody, use, and preservation of its records, papers, and property. This section does not authorize withholding information from the public or limiting the availability of records to the public.

### **1.2 Has a system security plan been completed for the information system(s) supporting the system? Does the system have or will the system be issued an Authorization-to-Operate? When does the ATO expire?**

The system security plan is being updated by OMS. Quill does not require an ATO since the Power Platform it resides within has an ATO.

### **1.3 If the information is covered by the Paperwork Reduction Act (PRA), provide the OMB Control number and the agency number for the collection. If there are multiple forms, include a list in an appendix.**

No ICR Required.

### **1.4 Will the data be maintained or stored in a Cloud? If so, is the Cloud Service Provider (CSP) FedRamp approved? What type of service (PaaS, IaaS, SaaS, etc.) will the CSP provide?**

Yes, this is both a PaaS and a SaaS. The system will reside in the EPA's Office-365

Government Community Cloud (GCC) which is managed by Microsoft. The Microsoft Office-365 Cloud is FedRamp certified.

## **Section 2.0 Characterization of the Information**

*The following questions are intended to define the scope of the information requested and/or collected, as well as reasons for its collection.*

### **2.1 Identify the information the system collects, uses, disseminates, or maintains (e.g., data elements, including name, address, DOB, SSN).**

Quill captures metadata which consists of, name, address, email, and telephone, relating to internally and externally generated Agency correspondence; draft responses (including versions); scanned (.pdf) copies of incoming correspondence, outgoing responses and final documents; and electronic versions of supporting documents. The application also captures information relating to workflows, including which Agency employees created, modified, reviewed, or concurred on the documents in the application and when they did it.

### **2.2 What are the sources of the information and how is the information collected for the system?**

Correspondence is generated by EPA employees, members of the public, stakeholders, industry, academia, Congress, the White House, and state, local, tribal, and international governments. Information may be received in hard copy or electronic format (most commonly e-mail).

### **2.3 Does the system use information from commercial sources or publicly available data? If so, explain why and how this information is used.**

No.

### **2.4 Discuss how accuracy of the data is ensured.**

The Quill users are responsible for ensuring that the information from the recipient is correct.

### **2.5 Privacy Impact Analysis: Related to Characterization of the Information**

*Discuss the privacy risks identified for the specific data elements and for each risk explain how it was mitigated. Specific risks may be inherent in the sources or methods of collection, or the quality or quantity of information included.*

#### **Privacy Risk:**

Collection of and quality of the information ensuring the response is sent to the correct person.

**Mitigation:**

Collection of and quality of the information ensuring the response is sent to the correct person.

**Section 3.0 Access and Data Retention by the System**

*The following questions are intended to outline the access controls for the system and how long the system retains the information after the initial collection.*

**3.1 Do the systems have access control levels within the system to prevent authorized users from accessing information they don't have a need to know? If so, what control levels have been put in place? If no controls are in place why have they been omitted?**

Aside from the system administrators, there are three distinct levels of access in Quill: Quill User, Quill Coordinator and EPA Quill Case Reader this is a distinct group that allows users to have read-only access to data.. All actions are associated with corresponding Access Control Lists (ACL) to determine who has access to information.

**3.2 In what policy/procedure are the access controls identified in 3.1, documented?**

The access controls are documented in the system Accounts Management SOP and is maintained by the Quill System Owner in the Office of the Executive Secretariat. Only EPA employees and contractors may request access to the system, which means they 1.) have passed a background check (e.g., Public Trust SF-85) appropriate to their responsibilities; and 2.) receive annual Information Security and Privacy Training and Records Management Training.

**3.3 Are there other components with assigned roles and responsibilities within the system?**

Each program or regional office (business units) in Quill decides who needs access as a part of their job responsibilities.

**3.4 Who (internal and external parties) will have access to the data/information in the system? If contractors, are the appropriate Federal Acquisition Regulation (FAR) clauses included in the contract?**

No external parties have access to this application. The FAR clauses are included in the Quill maintenance contract. Only EPA employees or authorized contractors have access to the data/information in Quill. Access is limited according to the individual's office and his or her assigned role in the application. In general, an individual may only access a case (the Quill term for the virtual folder containing the scanned images, files, and metadata for each piece of correspondence tracked using the application) they created, modified, edited, or was granted viewing authority by the creator of the case. In this way, access to Quill records mirrors access to hard-copy records.

**3.5 Explain how long and for what reasons the information is retained. Does the system have an EPA Records Control Schedule? If so, provide the schedule number.**

Quill is not certified as an electronic system of record. Quill processes documents and maintains those documents in SharePoint for a limited period not to exceed 60 days. These documents are then copied to the Agency Records Management System (ARMS) as official records. Quill will maintain a convenience copy in SharePoint.

**3.6 Privacy Impact Analysis: Related to Retention**

*Discuss the risks associated with the length of time data is retained. How were those risks mitigated? The schedule should align the stated purpose and mission of the system.*

**Privacy Risk:**

Answer is based on the records schedule(s) that is assigned to the correspondence.

**Mitigation:**

Quill users must consult with their RLOs (Records Liaison Officers) to make sure that they are selecting the correct records schedules.

**Section 4.0 Information Sharing**

*The following questions are intended to describe the scope of the system information sharing external to the Agency. External sharing encompasses sharing with other federal, state and local government, and third-party private sector entities.*

**4.1 Is information shared outside of EPA as part of the normal agency operations? If so, identify the organization(s), how the information is accessed and how it is to be used, and any agreements that apply.**

Yes, the following General Routine Uses of EPA Systems of Records apply to this application:

A, B, C, D, E, F, G, H, I, J, K

Records may also be disclosed to a federal, state, or local governmental agency when it is determined that a response by that agency is more appropriate than a response by the U.S.

Environmental Protection Agency.

**4.2 Describe how the external sharing is compatible with the original purposes of the collection.**

The external sharing is compatible with the purposes of the original collection. The records are collected for correspondence management.

**4.3 How does the system review and approve information sharing agreements, MOUs, new uses of the information, new access to the system by organizations within EPA and outside?**

Quill currently does not have any Information Sharing Agreements (ISAs) or MOUs. Once Quill is connected to ARMS, an ISA and MOU will be put in place. There is no access to the system by organizations outside of EPA.

**4.4 Does the agreement place limitations on re-dissemination?**

Yes.

**4.5 Privacy Impact Analysis: Related to Information Sharing**

*Discuss the privacy risks associated with the sharing of information outside of the agency. How were those risks mitigated?*

**Privacy Risk:**

None.

**Mitigation:**

None.

## **Section 5.0 Auditing and Accountability**

*The following questions are intended to describe technical and policy-based safeguards and security measures.*

**5.1 How does the system ensure that the information is used as stated in Section 6.1?**

The Rules of Behavior state the use of the system and users are instructed to only enter correspondence related information.

**5.2 Describe what privacy training is provided to users either generally or specifically relevant to the system/collection.**

Yes, the privacy training is provided annually during the Information Security and Privacy

Training (ISPAT) that is provided by the Agency. During end user training provided by the Quill support staff, the end users will receive a summary refresher of this training.

### **5.3 Privacy Impact Analysis: Related to Auditing and Accountability**

#### **Privacy Risk:**

Information is not shared electronically outside of the Agency, except what is stated in the SORN.

#### **Mitigation:**

None.

## **Section 6.0 Uses of the Information**

*The following questions require a clear description of the system's use of information.*

### **6.1 Describe how and why the system uses the information.**

The data is used to facilitate the dissemination of information to the public, stakeholders, and government officials. It is also used to facilitate searches of Agency records responsive to Freedom of Information Act and legal discovery requests, as well as Congressional inquiries. The information is used to track, route, and store incoming and outgoing Agency correspondence from and to members of the public, private, and governmental sectors.

### **6.2 How is the system designed to retrieve information by the user? Will it be retrieved by personal identifier? Yes X No   . If yes, what identifier(s) will be used. (A personal identifier is a name, social security number or other identifying symbol assigned to an individual, i.e. any identifier unique to an individual. Or any identifier that can be linked or is linkable to an individual.)**

All Quill records are full-text indexed and are retrieved by name, physical address, email address, phone number or case number. The case number is the unique alphanumeric identifier for each individual set of documents and associated metadata.

### **6.3 What type of evaluation has been conducted on the probable or potential effect of the privacy of individuals whose information is maintained in the system of records?**

*[The goal here is to look at the data collected, how you plan to use it, and to ensure that you have limited the access to the people who have a need to know in the performance of their official duties. What controls have you erected*

*around the data, so that privacy is not invaded? ex. administrative control, physical control, technical control.]*

In order to mitigate against the release of Personally Identifiable Information, we have in place the controls described in 6.4.

#### **6.4 Privacy Impact Analysis: Related to the Uses of Information**

*Describe any types of controls that may be in place to ensure that information is handled in accordance with the uses described above.*

##### **Privacy Risk:**

If the system is ever breached, the information collected has a potential to be misused.

##### **Mitigation:**

The system is housed within the EPA's GGC cloud environment and use is exclusive to EPA personnel and contractors. IT security requirements are in place and levels of access and ACLs (access controls lists) are inherent to the system which prevent the misuse of information.

**\*If no SORN is required, STOP HERE.**

*The NPP will determine if a SORN is required. If so, additional sections will be required.*

## **Section 7.0 Notice**

*The following questions seek information about the system's notice to the individual about the information collected, the right to consent to uses of information, and the right to decline to provide information.*

### **7.1 How does the system provide individuals notice prior to the collection of information? If notice is not provided, explain why not.**

Any individual who wants to know whether this system of records contains a record about him or her, should make a written request to the Attn: Agency Privacy Officer, MC 2831T, 1200 Pennsylvania Ave., NW., Washington, D.C. 20460, [privacy@epa.gov](mailto:privacy@epa.gov).

### **7.2 What opportunities are available for individuals to consent to uses, decline to provide information, or opt out of the collection or sharing of**



## **their information?**

Anyone writing to the U.S. Environmental Protection Agency voluntarily shares the content of their letter, their name, and whatever contact information they provide. Quill does nothing more than capture this information in an electronic format for internal tracking, workflow control, and retrieval purposes.

### **7.3 Privacy Impact Analysis: Related to Notice**

*Discuss how the notice provided corresponds to the purpose of the project and the stated uses. Discuss how the notice given for the initial collection is consistent with the stated use(s) of the information. Describe how the project has mitigated the risks associated with potentially insufficient notice and opportunity to decline or consent.*

#### **Privacy Risk:**

None.

#### **Mitigation:**

None.

## **Section 8.0 Redress**

*The following questions seek information about processes in place for individuals to seek redress which may include access to records about themselves, ensuring the accuracy of the information collected about them, and/or filing complaints.*

### **8.1 What are the procedures that allow individuals to access their information?**

Individuals seeking access to information in this system of records about themselves are required to provide adequate identification (e.g., driver's license, military identification card, employee badge or identification card). Additional identity verification procedures may be required, as warranted. Requests must meet the requirements of EPA regulations that implement the Privacy Act of 1974, at 40 CFR part 16.

### **8.2 What procedures are in place to allow the subject individual to correct inaccurate or erroneous information?**

Requests for correction or amendment must identify the record to be changed and the corrective action sought. Complete EPA Privacy Act procedures are described in EPA's Privacy Act regulations at 40 CFR part 16.

### **8.3 Privacy Impact Analysis: Related to Redress**

*Discuss what, if any, redress program the project provides beyond the access and correction afforded under the Privacy Act and FOIA.*

#### **Privacy Risk:**

None.

**Mitigation:**

None.