

iComplaints

PRIVACY IMPACT ASSESSMENT SUMMARY

System Name: iComplaints

Managing Office: USAID Office of Equal Opportunity Programs

SUMMARY: The United States Agency for International Development (USAID) gives notice that it has conducted a Privacy Impact Assessment (PIA) for the Office of Equal Opportunity Programs (EOP) iComplaints system. iComplaints is a web-based Equal Employment Opportunity (EEO) complaint tracking and reporting system.

What elements of PII are being collected?

The Office of Equal Opportunity Programs uses iComplaints to collect names and employment histories from individuals filing EEO complaints. iComplaints also collects addresses and telephone numbers from individuals filing EEO complaints. Where related to a complaint, iComplaints collects date of birth, race, national origin, gender and medical/disability status.

Why is the PII being collected?

The Office of Equal Opportunity Programs uses iComplaints to collect information about discrimination claims filed by employees, and to track and report on those claims.

What opportunities are provided to individuals to consent to the use of this information collection?

Opportunity to consent is provided and individuals are counseled before providing the information.

What is the Agency's intended use of the information?

The Office of Equal Opportunity Programs uses the information internally to track and monitor EEO complaints, and also uses the aggregated information for statistical reporting purposes.

Who has access to the information?

Internally, Office of Equal Opportunity Programs staff will have access to all data. USAID senior management and external Federal entities will be provided only aggregate statistical reports.

What authorities permit the collection of this information?

The Equal Employment Opportunity Act of 1972 and Section 203 of the Notification and Federal Employee Anti-discrimination and Retaliation (No FEAR) Act of 2002.

Information Security

USAID completed the certification and accreditation for the iComplaints system in November 2008.

Does this collection require a System of Record Notice?

Yes. EEOC/GOVT-1, Equal Employment Opportunity in the Federal Government Complaint and Appeal Records.