

iComplaints

PRIVACY IMPACT ASSESSMENT (PIA) SUMMARY

System Name: iComplaints

Managing Office: Office of Civil Rights and Diversity (OCRD)

Date PIA Completed: May 31, 2018

OVERVIEW

iComplaints is an enterprise-level system utilizing a MicroPact full Software as a Service (SaaS) solution, a web-based application that provides a broad range of capabilities, including processing, tracking, managing, and reporting on Equal Employment Opportunity (EEO) complaints and cases.

AUTHORITY FOR COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION (PII)

Pub. L. 110-233, 122 Stat. 881; 5 U.S.C. 2301 (Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002 (No FEAR Act)); 29 U.S.C. 633a, 29 U.S.C. 791 42 U.S.C. 2000e-16; E.O. 11478 34 FR 12985, 3 CFR, 1966-1970 Comp., p. 803, as amended; 29 CFR 1608 and 1614; EEOC Management Directive MD-110.

INFORMATION COLLECTION (WHAT)

The system collects names, dates of birth, places of birth, home addresses, home telephone numbers, personal mobile telephone numbers, personal email addresses, work phone numbers, work email addresses, medical records, education records, sex and gender data, ages, certain physical characteristics, sexual orientation data, marital and family statuses, race and ethnicity data, religion data, and citizenship information from the following categories of persons:

Additional PII elements can be voluntarily provided by the complainants and others submitting pertinent information.

INFORMATION COLLECTION (WHY)

Information is collected to process Equal Employment Opportunity Commission (EEOC) complaints from those who believe that they have been subjected to discrimination or harassment/hostile work environment. OCRD uses this information to document individuals who use the EEO complaint process. OCRD collects basic contact information for each complainant and the data necessary to properly process

complaints based on race, color, religion, sex, age (40+), national origin, genetic information, physical or mental disability and reprisal for prior EEO activity or opposition to a discriminatory policy or practice.

The information collected is used to properly administer and adjudicate EEO complaints, which includes preparing reports. Appropriate action cannot be taken to resolve EEO matters without aggrieved/complainant and/or witness information and factual accounts of alleged incidents.

AGENCY INTENDED USE

In addition to the use detailed immediately above, iComplaints may use aggregate data in order to demonstrate trends and to determine the status of compliance with legal authorities. OCRD also uses the information for internal purposes, including complying with statutory, regulatory, or executive reporting requirements relative to departmental attempts to maintain a continuing program to promote equal employment opportunity and eliminate discriminatory practices; extracting relevant testimony and evidence regarding discrimination allegations from testimony of complainants, co-workers, supervisors, potential witnesses and others; providing access to information to legal and lay representatives with defense responsibilities; and providing access to information to supervisor for consideration and/or imposition of personnel or disciplinary action when necessary to comply with remedial order.

INFORMATION SHARING

OCRD tracks and reports to the U.S. Equal Employment Opportunity Commission (EEOC) all USAID EEO activities pursuant to 29 CFR 1614. The reports to the EEOC are comprised of numerical data as well as, the types of complaints activities. OCRD also reports data to the American public pursuant to No FEAR Act requirements. The No FEAR information is also comprised of numerical data and types of complaints activities.

In addition, OCRD submits administrative case files for cases appealed to the EEOC. These case files contain all PII and sensitive information related to each complaint. These case files are transmitted to the EEOC via secure internet link.

NOTICE OF OPPORTUNITIES FOR CONSENT

Opportunity to consent to the collection of PII is provided after individual reaches out to file a complaint EEO. OCRD explains the process and provides a notice of rights and responsibilities. Complainants sign forms granting permission to collect required information.

There is a mandatory collection of information for any individual who wants to file an EEO complaint. Failure to provide the information may result in the dismissal of a formal complaint; therefore, OCRD must collect certain information in order to process

complaints. There is also a mandatory collection of information for any Federal government official or witness who is involved in providing information regarding the complaints. For persons outside of the Federal government, provision of information is voluntary.

SYSTEM OF RECORDS NOTICE (SORN)

[EEOC/GOVT-1, Equal Employment Opportunity in the Federal Government Complaint and Appeals Records](#), 67 FR 49338 (July 30, 2002).