

U.S. Department of Commerce Privacy Impact Assessment

NWS – Space Weather Prediction Center - Product Subscription Service

Unique Project Identifier: UPI: 006-48-01-13-01-3504-00-108-023, and titled: NOAA/NWS/NCEP Weather and Climate Computing Infrastructure Services (WCCIS).

Introduction: System Description

The Space Weather Prediction Center's (SWPC) Product Subscription Service (PSS) is a web and e-mail based service that allows customers to register via the internet to receive SWPC products via e-mail. Personal identifiable information (PII) and business identifiable information (BII) collected during the registration process is used only for statistical analysis of users. Specific products of interest, which are registered by the individual, are then delivered via e-mail until the subscription is cancelled or the e-mail address is determined to be invalid. A Privacy Statement is listed on the main page of the Product Subscription Service, which states: "Addresses are used to send alerts, respond to questions and send information that SWPC considers of interest to our customers. The information provided on the registration form may be used by SWPC for statistical analysis of customers. U.S. Government regulations restrict the distribution of customer information. No customer information is made available to other customers, organizations, vendors or other government agencies" (includes [Link to NOAA Privacy Policy](#)).

The PSS consists of a web interface where customers subscribe by entering personal information (name, email address, work or home telephone number, work or home address) and selecting the products they want, a Structured Query Language (SQL) secure clustered database that stores the information, and a Notify Service that distributes the products. Subscriber information is stored in a high-availability, secure environment that safeguards subscriber privacy.

Customers manage their own accounts by:

- Initially registering by entering a valid e-mail address and a password of their own choosing
- Adding to or deleting subscription preferences
- Updating personal information
- Listing current subscription choices
- Temporarily suspending product subscriptions
- Reinstating suspended product subscriptions
- Deleting all products to which they are subscribed
- Canceling subscription

Currently, the only delivery method for all Subscription Service products is e-mail.

Using the web interface, customers can update contact information and subscriptions for SWPC products. Once the subscriptions have been selected, the customer will receive e-mail alerts based on preferences.

The PSS does not share any PII/BII data with anyone. The PII/BII collected is used for statistical analysis and to identify groups of individuals who may be interested in helping SWPC develop future products or to improve existing products and forecasts.

Current customers of the PSS system include all major airlines, drilling and oil exploration, satellite companies, transportation sector, emergency responders and public/private researchers.

See Statutory Authorities: 5 U.S.C 301, Departmental Regulations and 15 USC 1512 - Sec. 1512, Powers and Duties of Department [of Commerce] and 15 U.S.C 1151, which covers collection of information from customers who wish to receive data.

This is a high impact system.

Section 1: Information in the System

1.1 Indicate what personally identifiable information (PII)/business identifiable information (BII) is collected, maintained, or disseminated. Check all that apply.

Identifying Numbers (IN)					
a. Social Security		e. Alien Registration		i. Financial Account	
b. Taxpayer ID		f. Driver's License		j. Financial Transaction	
c. Employee ID		g. Passport		k. Vehicle Identifier	
d. File/Case ID		h. Credit Card		l. Employer ID Number	
m. Other identifying numbers (specify):					

General Personal Data (GPD)					
a. Name	X	g. Date of Birth		m. Religion	
b. Maiden Name		h. Place of Birth		n. Financial Information	
c. Alias		i. Home Address	X*	o. Medical Information	
d. Gender		j. Telephone Number	X*	p. Military Service	
e. Age		k. Email Address	X*	q. Physical Characteristics	
f. Race/Ethnicity		l. Education		r. Mother's Maiden Name	
s. Other general personal data (specify): *Telephone Number, Address and e-mail collected may be either General Personal Data (GPD) or Work-Related Data (WRD) depending on customer input.					

Work-Related Data (WRD)					
a. Occupation		d. Telephone Number	X*	g. Salary	
b. Job Title		e. Email Address	X*	h. Work History	
c. Work Address	X*	f. Business Associates			
i. Other work-related data (specify): *Telephone Number, Address and e-mail collected may be either General Personal Data (GPD) or Work-					

Related Data (WRD) depending on customer input.

Distinguishing Features/Biometrics (DFB)			
a. Fingerprints		d. Photographs	g. DNA Profiles
b. Palm Prints		e. Scars, Marks, Tattoos	h. Retina/Iris Scans
c. Voice Recording/Signatures		f. Vascular Scan	i. Dental Profile
j. Other distinguishing features/biometrics (specify):			

System Administration/Audit Data (SAAD)			
a. Customer ID		c. Date/Time of Access	e. ID Files Accessed
b. IP Address		d. Queries Run	f. Contents of Files
g. Other system administration/audit data (specify):			

Other Information (specify)

1.2 Indicate sources of the PII/BII in the system. Check all that apply.

Directly from Individual about Whom the Information Pertains			
In Person		Hard Copy: Mail/Fax	Online https://pss.swpc.noaa.gov/
Telephone		Email	X
Other (specify):			

Government Sources			
Within the Bureau		Other DOC Bureaus	Other Federal Agencies
State, Local, Tribal		Foreign	
Other (specify):			

Non-government Sources			
Public Organizations	X	Public Media, Internet	Private Sector
Commercial Data Brokers			
Other (specify):			

Section 2: Purpose of the System

2.1 Indicate why the PII/BII in the system is being collected, maintained, or disseminated. Check all that apply.

Purpose			
To determine eligibility		For administering human resources programs	

For administrative matters		To promote information sharing initiatives	
For litigation		For criminal law enforcement activities	
For civil enforcement activities		For intelligence activities	
Other (specify): For Customer Service Activities	X		

Section 3: Use of the System

3.1 Provide an explanation of how the bureau will use the PII/BII to accomplish the checked purpose(s), e.g., to verify existing data. Describe why the PII/BII that is collected, maintained, or disseminated is necessary to accomplish the checked purpose(s) and further the mission of the bureau and/or the Department. The information collected is in reference to members of the general public. Indicate if the PII/BII identified in Section 1.1 of this document is in reference to a federal employee/contractor, member of public, foreign national, visitor or other (specify).

To promote customer service activities

E-Mail is collected as the only method used for communicating with the customer. The various products subscribed are all delivered to end customers via e-mail. Contact information (Name, Address, Phone Number) are used to contact individual customers if there is a problem with the product subscription service (PSS).

Additionally the use of the requested and provided information is used for statistical purposes to determine the customer base and general interest to products (emergency managers, researchers, specific industry sectors, etc.)

The information identified in section 1.1 of this document is in reference to anyone wishing to receive e-mailed information for the various products of interest. Therefore, this would be members of the general public.

Section 4: Information Sharing

4.1 Indicate with whom the bureau intends to share the PII/BII in the system and how the PII/BII will be shared.

Recipient	How Information will be Shared			
	Case-by-Case	Bulk Transfer	Direct Access	Other (specify)
Within the bureau				
DOC bureaus				
Federal agencies				
State, local, tribal gov't agencies				
Public				
Private sector				

Foreign governments				
Foreign entities				
Other (specify):				

X	The PII/BII in the system will not be shared.
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Section 5: Notice and Consent

5.1 Indicate whether individuals will be notified if their PII/BII is collected, maintained, or disseminated by the system. Check all that apply.

X	Yes, notice is provided pursuant to a system of records notice published in the Federal Register and discussed in Section 6.	
X	Yes, notice is provided by other means.	Specify how: By Privacy Statement on Web site: https://pss.swpc.noaa.gov/
	No, notice is not provided.	Specify why not:

5.2 Indicate whether and how individuals have an opportunity to decline to provide PII/BII.

X	Yes, individuals have an opportunity to decline to provide PII/BII.	Specify how: Individuals have the opportunity to decline to provide PII/BII. However, since the various products subscribed are all delivered to end customers via e-mail, and contact information (Name, Address, Phone Number, e-mail) are mandatory fields which are used to contact individual customers if there is a problem with the product subscription service (PSS), declining to provide the mandatory information will result in the services by email not being received.
	No, individuals do not have an opportunity to decline to provide PII/BII.	Specify why not:

5.3 Indicate whether and how individuals have an opportunity to consent to particular uses of their PII/BII.

X	Yes, individuals have an opportunity to consent to particular uses of their PII/BII.	Specify how: Users have the option of subscribing to SWPC alerts and warnings through the product subscription service and can receive the data through other means (via SWPC Web Page, etc.).
	No, individuals do not have an opportunity to consent to particular uses of their PII/BII.	Specify why not:

5.4 Indicate whether and how individuals have an opportunity to review/update PII/BII pertaining to them.

X	Yes, individuals have an opportunity to review/update PII/BII pertaining to	Specify how: When customers enter their e-mail address and password, they can update the information collected including
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	them.	product preferences.
	No, individuals do not have an opportunity to review/update PII/BII pertaining to them.	Specify why not:

Section 6: Administrative and Technological Controls

6.1 Indicate the administrative and technological controls for the system. Check all that apply. *Also see Appendix A, a checklist for more specific controls. This appendix will be removed after the PIA is approved.*

	All customers signed a confidentiality agreement.
	All customers are subject to a Code of Conduct that includes the requirement for confidentiality.
X	Staff received training on privacy and confidentiality policies and practices.
X	Access to PII/BII is restricted to authorized personnel only.
X	The information is secured in accordance with FISMA requirements. Provide date of most recent Assessment and Authorization: <u>6-27-14</u>
X	The Federal Information Processing Standard (FIPS) 199 security impact category for this system is a moderate or higher.
X	NIST 800-122 recommended security controls for protecting PII/BII are in place and functioning as intended; or have an approved Plan of Action and Milestones (POAM). See Appendix A.
	Contractors that have access to the system are subject to information security provisions in their contracts required by DOC policy.
	Other (specify):

Section 7: Privacy Act

7.1 Indicate whether a system of records is being created under the Privacy Act, 5 U.S.C. § 552a. *(A new system of records notice (SORN) is required if the system is not covered by an existing SORN).*

As per the Privacy Act of 1974, "the term 'system of records' means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual."

X	Yes, this system is covered by an existing system of records notice. Provide the system name and number: NOAA-11, NOAA Mailing Lists, covers this system. An update of that SORN is currently being processed by DOC (May 30, 2013).
	Yes, a system of records notice has been submitted to the Department for approval on (date).
	No, a system of records is not being created.

Section 8: Retention of Information

8.1 Indicate whether these records are covered by an approved records control schedule and monitored for compliance. Check all that apply.

	There is an approved record control schedule. Provide the name of the record control schedule:
x	No, there is not an approved record control schedule. The information is kept only for active subscribers. If a customer un-subscribes or an e-mail address bounces back after 15 times, the data collected is automatically purged from the database.
	Yes, retention is monitored for compliance to the schedule.
x	No, retention is not monitored for compliance to the schedule. Provide explanation: There is not an approved record control schedule for compliance. The information is kept only for active subscribers.