1. **DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:**

   Micropact iComplaints

2. **DOD COMPONENT NAME:**

   Washington Headquarters Service

3. **PIA APPROVAL DATE:**

   8/4/2023

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. **The PII is:**

   (Check one. Note: Federal contractors, military family members, and foreign nationals are included in general public.)

   - [ ] From members of the general public
   - [ ] From Federal employees
   - [X] From both members of the general public and Federal employees
   - [ ] Not Collected (if checked proceed to Section 4)

b. **The PII is in a:**

   (Check one.)

   - [ ] New DoD Information System
   - [ ] New Electronic Collection
   - [X] Existing DoD Information System
   - [ ] Existing Electronic Collection
   - [ ] Significantly Modified DoD Information System

   c. **Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.**

   Micropact iComplaints is an enterprise level web-based application that provides for the tracking and managing EEO Complaints for WHS/Office of Equal Employment Opportunity Programs. The DITPR id for this system is 41759. iComplaints is an enterprise level COTS product that provides all of the functionality required to collect, track, manage, process and report on information regarding EEO contacts, informal, and formal complaints.

   The Micropact iComplaints system collects the following personal information about individuals:

   - Name
   - Gender
   - Race/Ethnicity
   - Birth Date
   - Personal Cell Telephone Number
   - Home Telephone Number
   - Personal Email Address
   - Work Email Address
   - Mailing/Home Address
   - Religious Preference
   - Medical Information
   - Disability Information
   - Employment Information
   - Official Duty Address; Official Duty Phone Number; Position/Title; Rank/Grade; and Protected Health Information (PHI)-PHI is not required, however, some people voluntarily provide PHI

   d. **Why is the PII collected and/or what is the intended use of the PII?** (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

   PII is collected within the iComplaints system for verification, identification, authentication, processing, corresponding, and reconciliation of individual(s) and the EEO complaints that are being filed or have been filed. PII is intended for Administrative use--Complaints processing.

   e. **Do individuals have the opportunity to object to the collection of their PII?**

   - [ ] Yes
   - [X] No

   (1) If "Yes," describe the method by which individuals can object to the collection of PII.

   (2) If "No," state the reason why individuals cannot object to the collection of PII.

   Personnel within the EEO Office need to be able to reach the individual(s) that file the complaint(s), and correspond with them, in regards to
f. Do individuals have the opportunity to consent to the specific uses of their PII? ☐ Yes ☒ No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

II PII is needed for correspondence (See Section 1.e.2)

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

☐ Privacy Act Statement ☐ Privacy Advisory ☐ Not Applicable

AUTHORITY:

PRINCIPAL PURPOSE(S): To establish case records and document the counseling, investigation, and adjudication of complaints of employment discrimination brought by applicants and current and former DoD employees against the DoD. To enforce the prohibitions against employment discrimination contained in the Age Discrimination in Employment Act, the Equal Pay Act and section 304 of the Government Employees Rights Act of 1991.


DISCLOSURE: Voluntary; however, if the individual does not furnish the information requested, processing the complaint may be delayed or impaired.

h. With whom will the PII be shared through data/system exchange, both within your DoD Component and outside your Component? (Check all that apply)

☒ Within the DoD Component
☐ Other DoD Components (i.e. Army, Navy, Air Force) Specify. Office of General Counsel
☐ Other Federal Agencies (i.e. Veteran’s Affairs, Energy, State) Specify. EEOC
☐ State and Local Agencies Specify.
☐ Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.) Specify.
☐ Other (e.g., commercial providers, colleges). Specify.

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

☒ Individuals
☐ Databases
☐ Existing DoD Information Systems
☐ Commercial Systems
☐ Other Federal Information Systems

j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)
Website/E-Form completed-DD Form 2655 "Complaint of Discrimination in the Federal Government"

k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

☐ Yes  ☐ No

If "Yes," enter SORN System Identifier EEOC-1 and DoD-0016

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or http://dpcld.defense.gov/Privacy/SORNs/
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority. GRS 2.3, Item 060 (DAA-GRS-2018-0002-0006)

(2) If pending, provide the date the SF-115 was submitted to NARA. N/A

(3) Retention Instructions.

In accordance with the OSD Records Disposition Schedule File Number 202-77, Administrative, Grievance, Performance based and Adverse Action Files. Temporary cut off after the case is closed or final settlement of appeal, as appropriate. Destroy 7 years after cut off.

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.

(2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply).

(a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.


n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to
collect data from 10 or more members of the public in a 12-month period regardless of form or format.

☐ Yes  ☒ No  ☐ Pending

(1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.
(2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."
(3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

This does not constitute a collection requirement and was determined by OIM not to need clearance under the PRA. There are only 10 or less people using the system. Per DoDI 8910.01 Vol 2, an exemption called the Rule of 10 states any information collected from 10 people or less doesn’t constitute a collection.