

**Nationwide Tax Forum Customer Satisfaction Survey Database (NTF–CSSD)  
Privacy Impact Assessment**

**PIA Approval Date – May 17, 2011**

**Survey Overview:**

Authority: Office of Management Budget (OMB) Memorandum (M) 03–22, OMB Guidance for Implementing the Privacy Provisions of the E–Government Act of 2002 & BRRM PVR #10–Privacy Accountability and #21–Privacy Risk Management, and the Privacy Act of 1974 (as amended).

The Tax Forum Survey questionnaire will be sent to attendees of the Nationwide Tax Forums starting with the 2011 Tax Forums in about 2 –3 weeks after their attendance. The Survey is intended to measure attendee satisfaction with all aspects of the forums, content, logistics, and marketing. National Public Liaison uses the aggregated data from the survey to select desirable locations, relevant content, and other enhancements to the forums. This survey helps the IRS fulfill its mission to improve taxpayer customer service and deliver the products that will help tax practitioners and taxpayers fulfill their tax obligations. No attendee PII data is shared with the IRS Business owners or their employees.

**Systems of Records Notices (SORN):**

- IRS 00.003--Taxpayer Advocate Service and Customer Feedback and Survey Records

**About the Survey**

**1. What persons will the survey to be administered to:**

**A. IRS employees, managers or executive service?**

No

**B. Taxpayers?**

No

**C. Others?**

Yes, tax practitioners and the public who attended an IRS sponsored Tax Forum in 2011 and thereafter may be asked to take part in the survey. The participant's full name and email address are the only PII data to be used to select participants.

**2. Explain how participants are chosen:**

**A. List the IRS, Treasury or other Government system(s), applications or data bases that the employee/taxpayer PII data is extracted or derived from:**

Names and email addresses are derived from the Tax Forum Registration process only.

**B. Do the systems described above have a current/valid Privacy Impact Assessment (PIA) on file?**

No, the tax forum process has not undergone a PIA, nor is one needed.

**C. Date of the current/valid PIA?**

N/A

**3. Is the survey voluntary?**

Yes.

**A. How is notice given that the survey is optional?**

The electronic survey will begin by displaying the legally required "Privacy Act Notice" on the first page of the survey.

**4. Is any identifiable data collected, shared or studied on employees or taxpayers who refuse to take the survey?**

No.

**5. How will the survey be conducted?**

**A. Electronically?**

Yes

**B. Phone?**

No.

**C. Mail?**

No.

**D. Other?**

No.

**6. Who will conduct the survey?**

**A. IRS conducted?**

No

**B. Contractor conducted?**

Yes

• **Has a Contracting Officer or a COTR verified that:**

○ **all applicable Federal Acquisition Regulation (FAR) requirements are met to engaged a contractor to perform the survey;**

Yes

○ **that all required “non–disclosure” clauses are contained in the contract, and;**

Yes

○ **that all contractor employees who will have access to the data have signed non–disclosure agreements, and the non–disclosure forms are on file with the COTR.**

Yes

**C. If question 6b contains any “no” answer, please explain why.**

Not applicable.

**D. What is the level of background investigation completed on contractor employees prior to access to PII information about employees or taxpayers?**

The level of background investigation to be conducted on the contractors will meet Government and IRS requirements for the level of risks associated with conducting the surveys.

**E. What information will the contractor provide to the business owners (IRS requestors) of the survey?**

The contractor may only provide aggregated responses that cannot and will not allow for the identification of any participants.

**F. If any employees or taxpayers identifiers will be provided to the business owner, explain the business reason.**

No information what would identify the participants in anyway will be provided to the IRS business owner or anyone within the IRS.

**7. How does the administration of the survey guarantee that the PII data regarding employees or taxpayers is not compromised, lost or stolen?**

The contractor will comply with all Federal requirements for Privacy and Disclosure law; will have received Privacy and Disclosure training; and will have signed non-disclosure agreements. Also, the contractor facilities will have been inspected and approved for security and disclosure measures.

**8. How is the survey PII data protected and stored?**

The contractor will have met all Federal and IRS requirements for physical and electronic security & protection of the participant's data.

**9. Is any other Federal or State government data used to create the database of participants?**

No.

**10. Are the survey results shared with any other Federal or State government office?**

No.

**11. Survey Records – Retention and Disposal:**

**A. Cite any business owner policy IRM Chapter (including Sections/subsection) and IRM 1.15/Record Control Schedule (including item number) that described how the data is retained, stored and disposed of.**

The Nationwide Tax Forum Customer Satisfaction Survey Database is unscheduled. A request for records disposition authority for this Survey (and other similar surveys Service-wide) is currently being drafted with the assistance of the IRS Records and Information Management (RIM) Program Office. When approved by the National Archives and Records Administration (NARA), disposition instructions for this Customer Satisfaction Survey will include retentions for the datasets/raw data, background documentation, and any summary/ad hoc queries and reports.

**B. Explain how long any PII data will be retained by the contractor if they are conducting the survey on behalf of the IRS. See answer provided in question 11.a**

All legal requirements that apply to IRS records (and non-records) must be followed by contractors. The contractor will not destroy or remove any records or non-records associated with the survey in their possession until guidance is provided by the approved records disposition authority that NARA will provide.

**12. Base on the information you have provided above, does the survey require a Privacy Act Notice to be provided to participants?**

Yes. An approved Privacy Act Notice that meets federal requirements will be furnished to all participants in the survey.

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