

Date of Approval: **August 03, 2021**

PIA ID Number: **6161**

SYSTEM DESCRIPTION

Enter the full name and acronym for the system, project, application and/or database.

PDC-ConServe Collections Management Systems, PCA-PDC CCMS

Is this a new system?

No

Is there a PCLIA for this system?

Yes

What is the full name, acronym, and milestone of the most recent PCLIA?

PDC - ConServe's Collection Management System, PDC - CCMS

What is the approval date of the most recent PCLIA?

4/2/2021

Changes that occurred to require this update:

Significant System Management Changes

Were there other system changes not listed above?

Yes

What were those changes?

ConServe's Collection Management System was awarded Contract 2 for PDC on 2/8/2021.

What governance board or Executive Steering Committee (ESC) does this system report to? Full name and acronym.

Small Business/Self Employed (SBSE) Private Debt Collection Governance Board

Current ELC (Enterprise Life Cycle) Milestones:

Operations & Maintenance (i.e., system is currently operational)

Is this a Federal Information Security Management Act (FISMA) reportable system?

Yes

GENERAL BUSINESS PURPOSE

What is the general business purpose of this system? Provide a clear, concise description of the system, application or database, the reason for the system, and the benefits to the IRS to use the information, and how the information will be used.

PCA was awarded Contract 2 for PDC, Contract 1 expires 9/22/2021. The primary data system is used for debt recovery. They contact taxpayers on behalf of the IRS and collect defaulted tax amounts. This system includes both debt collections and debt accounting. The system is a general purpose, multi-user system used throughout their locations. The IRS may also approve limited telework locations.

PII DETAILS

Does the system use, collect, receive, display, store, maintain, or disseminate IR Code 6103 taxpayer information: or any other type of Sensitive but Unclassified (SBU) information or PII such as information about IRS employees or outside stakeholders?

Yes

Does the system use, collect, receive, display, store, maintain, or disseminate Social Security Numbers (SSN's) or tax identification numbers (i.e., last 4 digits, etc.)?

Yes

What types of tax identification numbers (TIN) apply to this system?

Social Security Number (SSN)

List the approved Treasury uses of the SSN:

Interfaces with external entities that require the SSN

Legal/statutory basis (e.g., where collection is expressly required by statute)

Explain why the authorized use(s) above support the new or continued use of SSNs (or tax identification numbers).

This is required for tax debt collection and due to Federal legislation titled Fixing America's Surface Transportation (FAST) Act was enacted in December 2015.

Describe the planned mitigation strategy and forecasted implementation date to mitigate or eliminate the use of SSN's (or tax identification numbers).

The Office of Management and Budget Circular A-130, Managing Information as a Strategic Resource requires that federal agencies develop a mitigation or elimination strategy for systems that use SSNs, which the Service continues to develop strategies to meet. An exception to that requirement is when the SSN is uniquely needed to identify a user's record. PDC-CCMS requires the use of SSN's because no other identifier can be used to uniquely identify a taxpayer at this time. SSNs are permissible from Internal Revenue Code (IRC) 6109, which requires individual taxpayers to include their SSNs on their income tax returns.

Employer Identification Number

Other Taxpayer Identification Number

Does this system use, collect, receive, display, store, maintain or disseminate other (non-SSN) PII (i.e., names, addresses, etc.)?

Yes

Specify the PII Elements:

Name
Mailing address
Phone Numbers
Date of Birth
Financial Account Numbers
Tax Account Information

Does this system use, collect, receive, display, store, maintain, or disseminate SBU information that is not PII?

Yes

Specify the types of SBU from the SBU Types List:

Agency Sensitive Information Information which if improperly used or disclosed could adversely affect the ability of the agency to accomplish its mission.

Proprietary data Business information that does not belong to the IRS.

Protected Information Information which if modified, destroyed, or disclosed in an unauthorized manner could cause loss of life, loss of property or funds by unlawful means, violation of personal privacy or civil rights, gaining of an unfair procurement advantage by

contractors bidding on government contracts, or disclosure of proprietary information entrusted to the Government.

Are there other types of SBU/PII used in the system?

Yes

Describe the other types of SBU/PII that are applicable to this system.

Federal Tax Information, Communication from taxpayer which could possibly contain SBU/PII information for debt collection.

Cite the authority for collecting SBU/PII (including SSN if relevant).

PII for federal tax administration is generally Internal Revenue Code Sections 6001, 6011, & 6012e(a)

SSN for tax returns and return information is Internal Revenue Code Section 6109

Has the authority been verified with the system owner?

Yes

BUSINESS NEEDS AND ACCURACY

Explain the detailed business needs and uses for the SBU/ PII, and how the SBU / PII is limited only to that which is relevant and necessary to meet the mission requirements of the system. If SSNs (or tax identification numbers) are used, explicitly explain why use of SSNs meets this criteria. Be specific.

Social Security Numbers (SSN) are required to identify individual accounts and Employee Identification Numbers (EIN) are required for related business accounts to meet the needs of the mission and relevant to cases worked by Private Collection Agencies. They use the SBU/PII information received from the IRS, together with additional PII information received from the taxpayer and other third parties during the ordinary course of collections activities, in order to contact the taxpayer and increase the recovery of IRS tax debts and resolve IRS tax receivables by collection or other case resolutions. They only collect that PII (including SSN, which is used by the IRS and/or other third parties to assist in uniquely identifying a taxpayer) which is necessary for those purposes. Phase III implementation of preauthorized direct debit will offer taxpayers a convenient option to make payments to their federal tax debts while working with the Private Collection Agencies (PCAs). Direct debit reduces burden on taxpayers by providing them the convenience of allowing the PCAs or their approved subcontractor to send checks to the IRS lockbox on their behalf. This process will entail the taxpayer providing financial account information to the PCA or their subcontractor to facilitate making payment on their behalf to the IRS lockbox.

How is the SBU/PII verified for accuracy, timeliness, and completion?

The ConServe Collection Management System (CCMS) utilizes multiple data feeds with the IRS to ensure the accuracy, timeliness, and completeness of records within the CCMS system. Weekly files received from the IRS's System of Record include new and updated information on primary taxpayers, secondary taxpayers, Power of Attorneys, transactional payment information, and account status information (i.e., account holds). The data files from the IRS are verified against the current records within CCMS and updates to CCMS are applied. PCAs are authorized to accept payments from a taxpayer via preauthorized debit only with the express verbal authorization that confirms the taxpayer's consent. The taxpayer must clearly state their verbal authorization for the PCAs to draft checks on their behalf. This verbal authorization must be audio recorded and made available upon request to the taxpayer or the IRS. The verbal authorization must include all of the following information: Date(s) the debit(s) will be submitted for payment; Amount(s) of each debit; Taxpayer's name; Taxpayer's billing information; Bank account information. Written confirmation of the transaction will be provided to the taxpayer via first class mail within 1-business day of the verbal authorization. The written confirmation letter should list the bank account information in masked format (Bank Name and last 4 digits of account and routing numbers) and include all the information provided during the verbal authorization.

PRIVACY ACT AND SYSTEM OF RECORDS

The Privacy Act requires Federal agencies that maintain a system of records to publish systems of records notices (SORNs) in the Federal Register for records from which information is retrieved by any personal identifier for an individual who is a US citizen, or an alien lawfully admitted for permanent residence. The Privacy Act also provides for criminal penalties for intentional noncompliance.

Does your application or this PCLIA system pertain to a group of any record from which information is retrieved by any personal identifier for an individual who is a US citizen, or an alien lawfully admitted for permanent residence? An identifier may be a symbol, voiceprint, SEID, or other personal identifier that is used to retrieve information.

Yes

Identify the Privacy Act SORN(s) that cover these records.

IRS 26.019 Taxpayer Delinquent Account Files

IRS 34.037 Audit Trail and Security Records

RESPONSIBLE PARTIES

Identify the individuals for the following system roles:

Official Use Only

INCOMING PII INTERFACES

Does the system receive SBU/PII from other systems or agencies?

Yes

Does the system receive SBU/PII from IRS files and databases?

Yes

Enter the files and databases:

System Name: Private Debt Collection Data Transfer Component
Current PCLIA: Yes
Approval Date: 4/2/2021
SA&A: Yes
ATO/IATO Date: 4/8/2021

Does the system receive SBU/PII from other federal agency or agencies?

No

Does the system receive SBU/PII from State or local agency (-ies)?

No

Does the system receive SBU/PII from other sources?

Yes

Identify the source that sends the SBU/PII, how the SBU/PII is transmitted and if there is an Inter-Agency Agreement (ISA) /Memorandum of Understanding (MOU).

Organization Name: 4 skip tracing vendors
Transmission Method: SFTP
ISA/MOU: Yes

Organization Name: print vendor
Transmission Method: SFTP
ISA/MOU: Yes

Organization Name: skip tracing vendor
Transmission Method: secure web portal on vendor side
ISA/MOU: Yes

Does the system receive SBU/PII from Taxpayer forms?

Yes

Please identify the form number and name:

Form Number: 941
Form Name: Employer's Quarterly Federal Tax Return

Form Number: 1120
Form Name: U.S. Corporation Income Tax Return

Form Number: 720
Form Name: Quarterly Federal Excise Tax Return

Form Number: 1040
Form Name: U.S. Income Tax Return (for Estates and Trusts)

Form Number: 1065
Form Name: U.S. Return of Partnership Income (Publicly Traded Partnerships)

Form Number: 8804
Form Name: Annual Return for Partnership Withholding Tax (Section 1446)

Form Number: CT-1
Form Name: Employer's Annual Railroad Retirement Tax Return

Form Number: 940
Form Name: Employer's Annual Federal Unemployment Tax Return

Form Number: 943
Form Name: Employer's Annual Federal Tax Return for Agricultural Employees

Form Number: 1042
Form Name: Annual Withholding Tax Return for US Source Income of Foreign Persons

Form Number: 8278
Form Name: Computation and Assessment of Miscellaneous Penalties

Form Number: 944
Form Name: Employer's Annual Federal Employment Tax Return

Form Number: 8752
Form Name: Required Payment or Refund Under Section 7519

Form Number: 945
Form Name: Annual Return Of Withheld Federal Income Tax

Form Number: 8288
Form Name: Statement of Withholding on Dispositions by Foreign Persons of U.S. Real Property Interests

Form Number: 990T
Form Name: Exempt Organization Business Income Tax Return

Form Number: 1041A
Form Name: U.S. Information Return - Trust Accumulation of Charitable Amounts

Form Number: 5227
Form Name: Split-Interest Trust Information Return

Form Number: 990PF
Form Name: Private Foundation or Section 4947(a)(1) Non-Exempt Charitable Trust

Form Number: 4720
Form Name: Return of Certain Excise Taxes on Charities and Other Persons Under Chapters 41 and 42 of the Intern

Form Number: 709
Form Name: United States Gift (and Generation Skipping Transfer) Tax Return

Form Number: 706, 706B, 706NA
Form Name: United States Estate (and Generation Skipping Transfer) Tax Return

Form Number: 2290
Form Name: Heavy Highway Vehicle Use Tax Form

Form Number: 11-C
Form Name: Occupational Tax and Registration Return for Wagering

Form Number: 730
Form Name: Monthly Tax Return for Wagers

Form Number: 990
Form Name: Return of Organization Exempt from Income Tax

Form Number: 3520

Form Name: Annual Return to Report Transactions with Foreign Trusts and Receipt of Foreign Gifts

Form Number: 5500

Form Name: Annual Return/Report of Employee Benefit Plan (100 or more participants)

Form Number: 8955-SSA

Form Name: Annual Registration Statement Identifying Separated Participants with Deferred Vested Benefits

Form Number: 5330

Form Name: Return of Initial Excise Taxes Related to Employee Benefit Plans

Form Number: 706GS(T)

Form Name: Estate and Trust- Generation Skipping Transfer Tax Return for Terminations

Form Number: 706GS(D)

Form Name: Trust- United States Additional Estate Tax Return Under Code Section 2057

Does the system receive SBU/PII from Employee forms (e.g., the I-9)?

No

DISSEMINATION OF PII

Does this system disseminate SBU/PII?

Yes

Does this system disseminate SBU/PII to other IRS Systems?

Yes

Identify the full name and acronym of the IRS system(s) that receive SBU/PII from this system.

System Name: PDTC

Current PCLIA: Yes

Approval Date: 6/20/2020

SA&A: Yes

ATO/IATO Date: 1/3/2017

Identify the authority.

Federal legislation titled Fixing America's Surface Transportation (FAST) Act was enacted in December 2015.

For what purpose?

The purpose is to require the U.S. Department of the Treasury, Internal Revenue Service (IRS) to proceed with a Private Debt Collection initiative. The IRS began implementing this initiative in a phased approach which began in Fiscal Year 2017. Pursuant to section 6103(h)(1) of the Internal Revenue Code (IRC). IRC 6103(h)(1) provides for disclosure of returns and return information to officers and employees of the Department of the Treasury (including IRS) whose official duties require access for tax administration.

Does this system disseminate SBU/PII to other Federal agencies?

No

Does this system disseminate SBU/PII to State and local agencies?

No

Does this system disseminate SBU/PII to IRS or Treasury contractors?

No

Does this system disseminate SBU/PII to other Sources?

Yes

Identify the other source(s) that receive SBU/PII from this system, and if there is an Inter-Agency Agreement (ISA) /Memorandum of Understanding (MOU).

Organization Name: 4 skip tracing vendors
Transmission Method: SFTP
ISA/MOU: Yes

Organization Name: print vendor
Transmission Method: SFTP
ISA/MOU: Yes

Identify the authority.

Federal legislation titled Fixing America's Surface Transportation (FAST) Act was enacted in December 2015.

Identify the Routine Use in the applicable SORN (or Privacy Act exception).

There will be Inter-Agency Agreements (ISA) and Memorandum of Understanding (MOU) in place where possible and as needed for the contract.

For what purpose?

The purpose of this legislation is to require the U.S. Department of the Treasury, Internal Revenue Service (IRS) to proceed with a Private Debt Collection initiative. The IRS implemented this initiative in a phased approach beginning in Fiscal Year 2017 with IMF workstreams and is now including BMF workstreams. Pursuant to section 6103(h)(1) of the Internal Revenue Code (IRC). IRC 6103(h)(1) provides for disclosure of returns and return information to officers and employees of the Department of the Treasury (including IRS) whose official duties require access for tax administration.

PRIVACY SENSITIVE TECHNOLOGY

Does this system use social media channels?

No

Does this system use privacy-sensitive technologies such as mobile, global position system (GPS), biometrics, RFID, etc.?

No

Does the system use cloud computing?

No

Does this system/application interact with the public?

No

INDIVIDUAL NOTICE AND CONSENT

Was/is notice provided to the individual prior to collection of information?

Yes

How is notice provided? Was the individual notified about the authority to collect the information, whether disclosure is mandatory or voluntary, the purpose for which the information will be used, with whom the information may be shared, and the effects on the individual, if any, if they decide not to provide all or any of the requested information?

The IRS notifies all individuals who file tax returns of such collection via the Privacy Act Notice in tax return instructions. Notice is provided to individuals and business by other IRS application or through forms that interact directly with the taxpayer at the time of collection. Due Process is provided pursuant to 5 United States Code (USC). Also, a notice CP 40 and or CP140 is sent to the taxpayer advising that their case is being worked by a Private Collection Agency and they may be contacting the taxpayer directly.

Do individuals have the opportunity to decline from providing information and/or from consenting to particular uses of the information?

Yes

Describe the mechanism by which individuals indicate their consent choice(s):

Taxpayers assigned to this Private Collection Agency to collect taxes owed will be provided an option to opt-out of the Private Debt Collection Private Collection Agency process. If taxpayer exercises their right to opt-out the case(s) will be recalled and worked by IRS.

How does the system or business process ensure 'due process' regarding information access, correction, and redress?

The entire Private Collection Agency process and procedures are dictated by the Internal Revenue Service and outlined in the Private Collection Agency Policy and Procedures Guide. The guide directs the Private Collection Agency to allow the taxpayer due process to file tax return, the right to opt-out of working with the Private Collection Agency, directs the Private Collection Agency to offer the taxpayer right to appeal, offers guidance to accept disputes to allow appropriate determinations to be made and covers privacy and policy statements to ensure due process for the taxpayer.

INFORMATION PROTECTION

Identify the owner and operator of the system (could be IRS owned and Operated; IRS owned, contractor operated; contractor owned and operated).

Contractor Owned and Operated

The following people have access to the system with the specified rights:

IRS Employees

Users: Read Only

IRS Contractor Employees

Contractor Users: Read Write

Contractor Managers: Read Write

Contractor System Administrators: Read Only

Contractor Developers: Administrator

How is access to SBU/PII determined and by whom?

Access is determined by job title as defined by management. User request form authorized and submitted by department management. Rolls within the system are assigned based on job title. Non-privileged access is based off the user's role and responsibility. This access is then verified by the user's manager and sent to the Help Desk to implement access. If the access requested is privileged based, then a ticket is submitted to internal Security for review and approval. Once the approval has been accepted a ticket is generated to the Help Desk for implementation. Access is reviewed monthly. Automatic scripts deactivate users after 60 days of nonuse. There are currently three types of User Access Request for all systems. Add User, Delete User, and Change User. Access is provisioned by job title, with requests coming from Management with responsibilities for ensuring proper clearances have been obtained. Authorized requests to change access rights of an individual due to a function or position change will be completed within 24 business hours of notification.

RECORDS RETENTION SCHEDULE

Are these records covered under a General Records Schedule (GRS, IRS Document 12829), or has the National Archives and Records Administration (NARA) approved a Records Control Schedule (RCS, IRS Document 12990) for the retention and destruction of official agency records stored in this system?

Yes

How long are the records required to be held under the corresponding GRS or RCS, and how are they disposed of? In your response, please provide the GRS or RCS chapter number, the specific item number, and records series title.

PCAs ensure recordkeeping compliance with PPG, 44 U.S. Code, 36 Code of Federal Regulations (CFR), and other Records Management policies, including those in Private Debt Collection Records Control Schedule (RCS) Job No. DAA-0058-2017-0016. All IRS records generated and maintained by the PCA system will be managed according to Record Control Schedule (RCS) 28, PART VII Private Debt Collection (PDC) Program Records and IRM 1.15.1 thru 13.15.7. Records are destroyed in accordance with the Records Control Schedule 28, Document 12990, and General Records Schedule, Document 12829.

SA&A OR ASCA

Has the system been through SA&A (Security Assessment and Authorization) or ASCA (Annual Security Control Assessment)?

Yes

What date was it completed?

3/18/2021

Describe the system's audit trail.

ConServe's CCMS utilizes FICO's Debt Manager system to maintain account information. Debt Manager tracks audit information at the request level and the data instance level to provide robust auditing and traceability throughout the system. As requests are made to the Debt Manager mid-tier, upsert (update and insert) information is captured and bound for the life of the request to the thread of execution. This information includes the user Id of the requestor, the date and time at which the request was made, the software component that the request was made through, and a version sequence (in the case of an update) used for optimistic locking. An interceptor captures this information in an application audit table that persists the requests that are made by every user on the system over time. Another interceptor is responsible for stamping this upsert information on every entity data modification or addition within the system, just before the call to persist is made. Upsert columns capture this information on every table within the database, providing the ability to see when, how, and by whom all changes were made. In addition, Debt Manager has a registry of tables to maintain complete histories on over time.

PRIVACY TESTING

Does the system require a System Test Plan?

Yes

Is the test plan completed?

Yes

Where are the test results stored (or documentation that validation has occurred confirming that requirements have been met)?

IRS Contractor Security Assessment (CSA) Team Data Collection Instrument (DCI) completed PCA virtual review on March 18, 2021, no defects were found, waiting for final report on Contract 1. IRS Cyber print vendor review is being completed virtually on July 27-29, 2021.

Were all the Privacy Requirements successfully tested?

Yes

Are there any residual system privacy, civil liberties, and/or security risks identified that need to be resolved?

No

Describe what testing and validation activities have been conducted or are in progress to verify and validate that the applicable Privacy Requirements (listed in header) have been met?

ConServe conducts an annual review and assessment of the PCLIA and related privacy controls. The results of the review and assessment are reviewed annually during the IRS Contractor Security Assessments and during assessments/reviews conducted by IRS PGLD.

SBU DATA USE

Does this system use, or plan to use SBU Data in Testing?

No

NUMBER AND CATEGORY OF PII RECORDS

Identify the number of individual records in the system for each category:

IRS Employees: Not Applicable

Contractors: Not Applicable

Members of the Public: More than 1,000,000

Other: Yes

Identify the category of records and the number of corresponding records (to the nearest 10,000).

Business 100,000 to 1,000,000

CIVIL LIBERTIES

Does the system maintain any information describing how any individual exercises their rights guaranteed by the First Amendment?

No

Is the system information used to conduct 'data-mining' as defined in the Implementing Recommendations of the 9/11 Commission Act of 2007, Public Law 110-53, Section 804?

No

Will this system have the capability to identify, locate, and monitor individuals or groups of people?

No

Does computer matching occur?

No

ACCOUNTING OF DISCLOSURES

Does the system include or require disclosure of tax or employee information to anyone other than IRS employees in the performance of their duties, or to the person to whom the information pertains or to a 3rd party pursuant to a Power of Attorney, tax, or Privacy Act consent?

Yes

Does the system have a process in place to account for such disclosures in compliance with IRC §6103(p) (3) (A) or Subsection (c) of the Privacy Act? Contact Disclosure to determine if an accounting is required.

Not Applicable