

Date of Approval: 04/01/2026  
Questionnaire Number: 2920

## Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

Taxpayer Advocate Service Website

Acronym:

TASCC

Business Unit

Taxpayer Advocate Service

Preparer

# For Official Use Only

Subject Matter Expert

# For Official Use Only

Program Manager

# For Official Use Only

Designated Executive Representative

# For Official Use Only

Executive Sponsor

# For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The Taxpayer Advocate Service (TAS) website is the public-facing website for the Office of the National Taxpayer Advocate to comply with statutory requirements of 26 U.S.C. 7803(c), as well as organizational objectives regarding taxpayer communication. The website is used to convey information to the public in an independent manner from the IRS. This information includes editorial perspectives on behalf of the public, self-help guides and information, detailed information about the Taxpayer Bill of Rights, and a visual "roadmap" to the U.S. federal income tax system. Additionally, the website is used to provide the public downloadable copies of the statutorily required annual and objectives reports to congress, by the National Taxpayer Advocate. It is available to users in English and in Spanish. Only TAS staff have access to the site and its data.

## Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

The Taxpayer Advocate Service (TAS) website was redesigned into the WordPress platform and relaunched in December 2020. This responsive site is the primary destination for information about TAS. The site contains detailed information on the Taxpayer Bill of Rights. The site is structured around search to get visitors information quickly. The site contains videos, hosts the National Taxpayer Advocate's Blogs, Reports to Congress, the Taxpayer Roadmap, and links to the TAS social media sites. It is available to taxpayers in English and Spanish. Members of the public may submit their email address to one of a couple mailing lists, to receive information from TAS (a monthly newsletter, notification of a new NTA blog, etc...). Email addresses are stored on the secure website and only used in accordance with the CAN-SPAM act, for the mailing lists subscribed to. Users may also submit a report of accessibility problems (Section 508) regarding the website, which optionally allows them to include their name, email address, or phone number. One-way solicitation of feedback is also being used; where the public may submit topics for consideration, however no response is provided. Accessibility and feedback submissions are removed from the website and securely stored within TAS databases after removing PII.

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Email Address

Name

Telephone Numbers

## Product Information (Questions)

1 Is this a new social media site?

No

1.1 Is there a PCLIA for this social media site?

Yes

1.11 What is the PCLIA number of the most recent approved PCLIA for this social media site?

2371

1.12 What are the changes and why?

Adding the ability to solicit feedback from the public on topics of interest for articles on the site. Only one-way collection of information, without collecting PII/SBU/FTI, and no responses will be provided.

2 What is the URL to the social media site?

<https://www.taxpayeradvocate.irs.gov>

4 Will a person's email address likely become available through the use of this social media site?

Yes

5 If the site is operational, please specify the operational date. If the site is not operational, please specify the requested operational date.

Yes

6 If the public will be able to respond to or interact with comments or questions, how will the public be able to respond? Will the public need to identify their email address or other address if they request service?

Information from web forms are systemically routed directly to an IRS email address and is not stored or maintained by any website or content management system. If PII is received, it is deleted from the IRS inbox and not maintained. All suggestions are received by a limited number of IRS employees with access to the aforementioned inbox. No IRS contractors have access to the information. If 508-relevant, comments are copied to a SharePoint list in a restricted area, only including information related to the Section 508 issue. All information is deleted whether it contains PII or not.

7 Is there another IRS site ([irs.gov](http://irs.gov), [taxpayeradvocate.irs.gov](http://taxpayeradvocate.irs.gov)) where the taxpayer can achieve the same results?

No

8 If the IRS intends or expects to use the PII, please explain the detailed business needs and uses for the PII, and how the PII is limited only to that which is relevant and necessary to meet the mission and goals of the IRS.

No

9 If the site will be used to solicit feedback, please explain how and with whom will the PII be shared?

General feedback will be collected, but without PII. The purpose is to collect topics for future articles. All PII will be deleted/removed immediately, and only generic information collected will be used.

10 Are there plans to maintain the PII collected, used or stored? If not, please explain the mitigation plan to remove it.

Only email addresses, per opt-in based upon user action.

11 RCS 17, Item 34 is for IRS Interactive Networking Site Use Records. Is this the authority that will be used to retain or dispose of the PII data?

Yes

12 GRS 3.1 Item 012 is for special purpose computer programs and applications. Is this the authority that will be used to retain or dispose of the PII data?

Yes

13 If there is another authority that will be used to retain or dispose of the PII data, please explain the other authority.

26 U.S.C. 7803(c) - Establishing the Office of the National Taxpayer Advocate  
GRS 6.4, item 20 - Public Affairs Records

14 Describe where the PII data will be stored and who will have access to it.

The website is open to the public as read-only. There are web-based forms, but no authentication from the users is required to submit. A disclaimer to not submit PII and only report accessibility issues is provided on them. There is also the ability to subscribe to email mailing lists, via a single opt-in form. Only name and email address is collected. Only site administrators have access to any of this information.

16 Has the IRS business owner examined the social media site's privacy policy and evaluated risks?

Yes

17 Will the IRS business owner monitor any changes to the third party's privacy policy and periodically assess the risks involved?

Yes

18 If the agency does not provide a pop-up alert to the visitor explaining that they are being directed to an external third-party website that may have different policies (not an official government domain), please explain why.

Yes

19 How will the IRS business owner take the necessary steps to disclose the third party's involvement and describe the IRS privacy requirements in its privacy policy notice (specified by OMB M-10-23) when the application of the third-party is embedded?

No third-party involvement with this site. The site links directly to the IRS.gov privacy policy.

20 Will the IRS business owner assure that the IRS seal or emblem will be added to its profile page on a social media site to indicate that it is an official IRS agency presence?

Yes

21 Will a link to irs.gov and the IRS Privacy Policy be placed on the front page of the website and does the business owner agree to maintain an IRS approved privacy notice that will "stand alone" and not be combined into other background information. If no, please explain why a Privacy Notice is not required.

Yes

22 If there are other social media sites owned or maintained by the business unit, please provide the full name(s) of the site(s) and date(s) of operation.

litctoolkit.com (7+ years)

improveirs.org (7+ years)

tapspace.org (7+ years)

taxchanges.us (7+ years)

23 Does the social media site maintain records describing how an individual exercises rights guaranteed by the First Amendment?

No

## Interfaces

### Interface Type

Forms

### Agency Name

Web Form

### Incoming/Outgoing

Incoming (Receiving)

### Transfer Method

Secured channel via HTTPS

# Systems of Records Notices (SORNs)

## SORN Number & Name

IRS 10.004 - Stakeholder Relationship Management and Subject Files

Describe the IRS use and relevance of this SORN.

Only name and email address collected and stored. Used to provide the requested emails that users opt-into.

## Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

6.5 Public Customer Service Records

What is the GRS/RCS Item Number?

010

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

Public customer service operations records. Records from operating a customer call center or service center providing services to the public. Services may address a wide variety of topics such as understanding agency mission-specific functions or how to resolve technical difficulties with external-facing systems or programs.

What is the disposition schedule?

Temporary. Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.

## Data Locations

What type of site is this?

System

What is the name of the System?

Web site

What is the URL of the item, if applicable?

<https://www.taxpayeradvocate.irs.gov>

Please provide a brief description of the System.

Public-facing website for the Office of the National Taxpayer Advocate. 26 U.S.C. 7803(c) establishes the office, and independence of the National Taxpayer Advocate, to ensure that

every taxpayer is treated fairly and that they know and understand their rights. The website is used to share information with the public on behalf of the National Taxpayer Advocate. Users may subscribe to receive emails from the organization, can use a Section 508 complaint form for accessibility issues with the site, and can submit feedback on topics of interest for future articles.