

Date of Approval: August 10, 2022
Social Media PCLIA ID Number: 7157

SITE DESCRIPTION

The full name and acronym for the Social Media site, Third Party Website, or Application.

Taxpayer Advocate Service Website, TW

Note: the remaining questions will be simplified to Social Media site (vs. Third Party Website or Application)

Is this a new Social Media site?

No

Is there a PCLIA for this Social Media site?

Yes

Enter the full name, acronym and PCLIA ID of the most recent Social Media PCLIA.

Taxpayer Advocate Service Tax Toolkit, TTK, PIA #3938

Enter the approval date of the most recent Social Media PCLIA.

8/1/2019

Indicate what changes occurred to require this update.

Other Changes

Please explain:

Expiring PCLIA. Requested to transfer to this Social Media Template.

What type of Social Media site will be used?

Other

Please specify:

www.taxpayeradvocate.irs.gov

GENERAL BUSINESS PURPOSE

What is the specific business purpose of the IRS use of this Social Media site? Provide a clear, concise description of the Social Media site, the reason for the site, and the benefits to the IRS mission.

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.

Is the Social Media site operational?

Yes

What was the operational date?

1/1/2015

PII DETAILS

Will Personally Identifiable Information (PII) become available to the IRS through public use of this Social Media site?

Yes

What PII is likely to become available?

Name
Other

Please explain:

Email and possibly name (not required)

Will the public be able to respond or interact with comments or questions?

Yes

How?

Via a 508 suggestion form. Information from the suggestion form is 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 amount of IRS employees with access to the aforementioned inbox. No IRS contractors have access to the information. Comments are copied to a SharePoint list in a restricted area and no PII received is carried over from any email received.

Will the public need to identify their email address or other address if they request service?

Yes

ABOUT THE SOCIAL MEDIA SITE

Does the IRS intend or expect to use the PII?

Yes

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.

Users may voluntarily subscribe to receive a monthly TAS Newsletter, the latest NTA Blogs and/or Media topics. Their name and email are collected and maintained on the backend of the site only accessible by administrators. Users are also able to unsubscribe.

Will the site be used to solicit feedback?

No

Will the IRS share the PII?

No

SYSTEM OF RECORDS NOTICE

Is there a System of Records Notice(s) or 'SORN(s)', that address(es) the PII records in this site?

Yes

List the SORN number(s) and the complete name(s) of the SORN

IRS 10.004 Stakeholder Relationship Management and Subject Files

RESPONSIBLE PARTIES

Official Use Only

RECORDS SCHEDULE

Will your site interact with the public?

Yes

What are the plans to maintain the PII collected, used, or stored?

Site is open to the public as read-only. There is a 508 suggestion form as mentioned previously, but no authentication from the users are required to submit. A disclaimer to only report accessibility issues is available.

Cite the authority to retain/dispose of the PII.

RCS 17, item 34 for IRS Interactive Networking Site Use Records

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

Suggestions will be emailed directly to the IRS and kept temporarily on the website. Only administrators will have access to the information to address the issue(s).

How will the PII be eliminated at the end of the retention period?

Suggestions and any PII received will be deleted permanently/automatically after 3 days from the website. Only non-PII fields related to the issue will be kept internally on SharePoint to address the issue.

TRACKING

Does this Social Media site use any means to track visitors' activities on the Internet?

No

PRIVACY POLICY

Has the IRS Business Owner examined the Third Party's Privacy Policy and evaluated risks?

Yes

Is the Social Media site appropriate for IRS use?

Yes

Will the IRS Business Owner monitor any changes to the Third Party's Privacy Policy and periodically assess the risks involved?

Yes

Can the IRS Business Owner assure that if a link is posted that leads to an external Third Party website or any other external location that is not an official government domain, the agency will provide a pop-up alert to the visitor explaining that they are being directed to another website that may have different Privacy Policies?

Yes

If the IRS Business Owner incorporates or embeds a third-party application on its website or any other official government domain; 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, as specified by OMB M-10-23?

NA

DATA SECURITY

How will the IRS secure the PII that is used, maintained, or provided? (Be specific to ensure the security controls meet Cyber Security and other federal security authorities.)

Requesting customer suggestion to improve our accessibility was encouraged by the IRS's 508 office. This information is systemically routed directly to an IRS email address and is not stored or maintained by our website for longer than 3 days. If PII is received via email, it is deleted from all comments and not maintained. All suggestions are received by a small administrative group. No IRS contractors have access to the information. Suggestions are copied to an intranet SharePoint list and no PII received is carried over from any email received. For our email's subscription lists, the names and emails are only available internally to a small administrative group accessible by vetted account and password.

Are there any privacy risks that may exist or be inherent in a social networking environment?

No

GENERAL REQUIREMENTS

Will the IRS Business Owner follow guidance that suggests when an agency uses a Social Media site that is not a part of an official government domain; the IRS will apply appropriate branding to distinguish the agency's activities from those of nongovernmental actors. For example, to the extent practicable, the IRS Business Owner will 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

If information is collected through the IRS use of a Social Media site, will the IRS Business Owner assure that they collect only the information "necessary for the proper performance of agency functions and which has practical utility"?

Yes

If PII is collected, will the Business Owner assure that the agency collect only the minimum necessary to accomplish a purpose required by statute, regulations, or executive order?

Yes

PRIVACY NOTICE

Does the Business Owner of this Social Media site agree to maintain an IRS approved Privacy Notice that will "stand alone" and not be combined into other background information? (Privacy Compliance & Assurance may request copies of the Terms of Service Agreements and/or the Privacy Notice.)

Yes

Can the Business Owner confirm that links to IRS.gov and the IRS.gov Privacy Policy will be placed on the front page of the website?

Yes

OTHER SITES

Are there any other Social Media sites owned or maintained by the Business Unit?

Yes

Provide full name(s) of the site and date(s) of operation.

Operational 5+ years TAPSpace.org (password protected) Low Income Taxpayer Clinic Toolkit (password protected) ImproveIRS.org Taxchanges.us

CIVIL LIBERTIES

Does the Social Media site maintain records describing how an individual exercises rights guaranteed by the First Amendment (including, but not limited to information regarding religious and political beliefs, freedom of speech and of the press, and freedom of assembly and petition)?

No

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

No