

Date of Approval: September 16, 2022  
Social Media PCLIA ID Number: 7262

## SITE DESCRIPTION

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

Twitter, Twitter

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

*Is this a new Social Media site?*

Yes

*What type of Social Media site will be used?*

Twitter

## 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.*

For over two years now, IRS-CI has had both a national Twitter and LinkedIn account. However, with 20 field offices across the country and 12 attaché posts around the world, IRS-CI is in need of field office Twitter accounts to disseminate information at the local level. We are creating a separate PIA for the initial four local Twitter accounts we are opening. Other accounts will follow in the near future. Twitter is an online news and social networking service where users post and interact with messages, known as "tweets." The business purpose of the account is to disseminate CI-specific information and raise awareness of overall IRS compliance activities. The account will enhance CI's current communications and fill an existing need for social media presence as well as support broader IRS communications goals overseen by Communications and Liaison (C&L). This account is intended for information sharing only. IRS-CI will not collect/share taxpayer information or answer any messages. In order to report tax fraud/crimes or communicate with IRS-CI in general, taxpayers will have to do so through the appropriate channel as stipulated on IRS.gov and not via Twitter or any other social media channel.

*Is the Social Media site operational?*

No

*What is the requested operational date?*

9/19/2022

## **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  
Location  
Picture  
Contact Information  
Employer  
Education  
Other

*Please explain:*

A taxpayer could post any PII they choose to include in their profile or tweets.

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

Yes

*How?*

Twitter users can reply and retweet IRS-CI messages with their own additional comments as long as the entire tweet falls within the character limit. Twitter users can initiate comments and mention @IRS Criminal Investigation. However, IRS social media policy does not permit Twitter channel managers to respond to replies or mentions so there is no (two-way) interaction.

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

No

## **ABOUT THE SOCIAL MEDIA SITE**

*Does the IRS intend or expect to use the PII?*

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 00.001 Correspondence Files and Correspondence Control Files

## **RESPONSIBLE PARTIES**

## Official Use Only

## **RECORDS SCHEDULE**

*Will your site interact with the public?*

No

## **TRACKING**

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

Yes

*Indicate how:*

Session Cookies

*Statue authority & provide reason:*

Twitter uses cookies, log data and widget data to track users' activity. Twitter supports the "Do Not Track" option available to users who set up that option in their individual browsers.

## 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?*

Yes

## 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.)*

IRS-CI will not use, maintain, or share any PII that taxpayers may post or provide via Twitter. This account is intended only for the dissemination of IRS-CI information and not any other purpose.

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

Yes

*List the risks:*

Users may inadvertently include PII in tweets they post.

*What are the plans to mitigate the risks?*

In the account's profile, IRS-CI will include text alerting Twitter followers that they should not post personal information.

## **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"?*

NA

*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?*

NA

## **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.*

LinkedIn: IRS Criminal Investigation / October 2021 - present Twitter: @IRS\_CI / March 2020 - present

## **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