

Date of Approval: May 11, 2020  
Social Media PCLIA ID Number: 4347

## SITE DESCRIPTION

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

LinkedIn (<https://www.linkedin.com/company/taxpayer-advocate-service>), LinkedIn

***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.*

LinkedIn, TAS

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

7/25/2016

*Indicate what changes occurred to require this update.*

Other Changes

*Please explain:*

3 year expiration

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

LinkedIn

## 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.*

To educate the public on the purpose and services that are provided by the Taxpayer Advocate Service and communicate key messages through a widely distributed social media channel. LinkedIn provides a unique platform already being utilized within government (White House, OPM, etc.) to speak to a broad range of engaged citizens.

*Is the Social Media site operational?*

Yes

*What was the operational date?*

1/1/2014

## 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

Employer

Education

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

Yes

*How?*

Users can leave comments and highlight different sections of any given post. Comments can be removed by an administrator of LinkedIn if TAS requests them to be deleted.

*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?*

Yes

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

We have no intent of collecting any PII. This is a social media site to share content regarding TAS. We are not requesting any information be provided. TAS Customer Service Organization (CSO) doesn't correspond with taxpayers - if a direct message or comment is received that needs some kind of substantive contact, we forward it to the Executive Director

Case Advocacy - they will contact the taxpayer, create a case, etc., as appropriate. Any limited message that would be sent back would be to advise their message was forwarded to the Executive Director Case Advocacy for assistance.

*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.*

TAS does not intend on collecting PII. No PII data will be stored.

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

If PII is identified in a post, we will request that it is removed by LinkedIn right away. TAS has no intent of maintaining or storing PII.

## **TRACKING**

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

Yes

*Indicate how:*

Persistent Cookies

*State authority & provide reason.*

From the LinkedIn site: We use two types: persistent cookies and session cookies. A persistent cookie helps us recognize you as an existing user, so it's easier to return to LinkedIn without signing in again. After you sign in, a persistent cookie stays in your browser and will be read by LinkedIn when you return to the site. Session cookies only last for as long as the session (usually the current visit to a web site or a browser session).

## **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.)*

N/A - TAS has no desire to retain or maintain PII.

*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 collects 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.*

YouTube, Facebook, Twitter, Medium (all have been authorized by IRS for use).

## **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