

Date of Approval: April 28, 2015

PIA ID Number: **1189**

A. SYSTEM DESCRIPTION

1. Enter the full name and acronym for the system, project, application and/or database. Photocopy Refunds Program, PHOREF

2. Is this a new system? No

2a. If **no**, is there a PIA for this system? Yes

If **yes**, enter the full name, acronym, PIA ID Number and milestone of the most recent PIA.

Photocopy Refunds Program, PHOREF

Next, enter the **date** of the most recent PIA. 6/13/2012

Indicate which of the following changes occurred to require this update (check all that apply).

| | |
|------------|--|
| <u>Yes</u> | Addition of PII |
| <u>No</u> | Conversions |
| <u>No</u> | Anonymous to Non-Anonymous |
| <u>No</u> | Significant System Management Changes |
| <u>No</u> | Significant Merging with Another System |
| <u>No</u> | New Access by IRS employees or Members of the Public |
| <u>No</u> | Addition of Commercial Data / Sources |
| <u>No</u> | New Interagency Use |
| <u>No</u> | Internal Flow or Collection |

Were there other system changes not listed above? No

3. Check the current ELC (Enterprise Life Cycle) Milestones (select all that apply)

| | |
|------------|--|
| <u>No</u> | Vision & Strategy/Milestone 0 |
| <u>No</u> | Project Initiation/Milestone 1 |
| <u>No</u> | Domain Architecture/Milestone 2 |
| <u>No</u> | Preliminary Design/Milestone 3 |
| <u>No</u> | Detailed Design/Milestone 4A |
| <u>No</u> | System Development/Milestone 4B |
| <u>No</u> | System Deployment/Milestone 5 |
| <u>Yes</u> | Operations & Maintenance (i.e., system is currently operational) |

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

A.1 General Business Purpose

5. 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.

The Photocopy Refunds Program (PHOREF) application was designed to assist taxpayers in dealing with issues regarding the refund of fees paid by taxpayers for photocopies of their tax return forms. A photocopy user fee is the fee that is paid to the Internal Revenue Service (IRS) for providing a taxpayer with a copy of their tax return. The IRS charges a \$57 fee for each photocopy of a return but transcripts of tax information are provided free of charge. Taxpayers prepay the fee of \$57 for each tax return photocopy requested when submitting a Form 4506, Request for Copy of Tax Form. Requests are made for photocopies of tax returns. The fee is refunded to the taxpayer if the IRS later determines that it cannot provide a photocopy of the requested tax return. The Returns and Income Verification Services (RAIVS) function controls the Form 4506 and initiates refunds if copies of tax returns cannot be provided to taxpayers. Refunds are issued using the PHOREF program because the photocopy user fee payments are not recorded separately on IRS Master File (MF) accounts. Refunds are generally issued weekly. Taxpayers may request a copy of their tax return to be disclosed to a third party. The request, or consent, must be in the form of a written document and signed and dated by the taxpayer who filed the return. Generally, taxpayers use a Form 4506 when making these types of requests. The IRS centers process these written requests under the provisions of the Internal Revenue Code (IRC) Section 6103, Confidentiality and Disclosure of Returns and Return Information. PHOREF provides employees in the RAIVS unit the ability to issue photocopy fee refunds by inputting data pertinent to each individual case. The data entered is Social Security Number (SSN), name, address, refund amount, refund date, caseworker's Integrated Data Retrieval System (IDRS) number, and appropriate remarks regarding the case.

B. PII DETAIL

6. Does the system use, collect, receive, display, store, maintain, or disseminate IR Code 6103 taxpayer information; or any type of Sensitive but Unclassified (SBU) or Personally Identifiable Information (PII)? Yes

6a. If **yes**, does the system use, collect, receive, display, store, maintain, or disseminate Social Security Numbers (SSN s) or variations of SSN s (i.e. last 4 digits, etc.)? Yes

If **yes**, check who the SSN (or SSN variation) is collected on.

Yes On Primary No On Spouse No On Dependent

If **yes**, check all types SSN s (or variations of SSN s) that apply to this system:

| | |
|------------|--|
| <u>Yes</u> | Social Security Number (SSN) |
| <u>Yes</u> | Employer Identification Number (EIN) |
| <u>Yes</u> | Individual Taxpayer Identification Number (ITIN) |
| <u>No</u> | Taxpayer Identification Number for Pending U.S. Adoptions (ATIN) |
| <u>No</u> | Preparer Taxpayer Identification Number (PTIN) |

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

PHOREF has no planned mitigation strategy and forecasted implementation date to mitigate or eliminate the use of SSN's (or variations of SSN's).

6b. Does this system contain other (non-SSN) PII that it uses, collects, receives, displays, stores, maintains, or disseminates according to Privacy Requirements? (i.e. Names, addresses, etc.) No

6c. Does this system contain SBU information that it uses, collects, receives, displays, stores, maintains, or disseminates? No

6d. Are there other types of SBU/PII used in the system? No

6e. Cite the authority for collecting SBU/PII (including SSN if relevant)

| | |
|------------|---|
| <u>Yes</u> | PII for federal tax administration is generally Internal Revenue Code Sections 6001, 6011, 6012e(a) |
| <u>No</u> | SSN for tax returns and return information is Internal Revenue Code Section 6109 |
| <u>No</u> | SSN for personnel administration (IRS Employees) is 5 USC & Executive Order 9397 |
| <u>No</u> | PII for personnel administration is 5 USC |
| <u>No</u> | PII about individuals for Bank Secrecy Act compliance 31 USC |
| <u>No</u> | Information by CI for certain money laundering cases may be 18 USC |

6f. Has the authority been verified with the system owner? Yes

B.1 BUSINESS NEEDS AND ACCURACY

7. 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 variations) are used, explicitly explain why use of SSNs meets this criteria. Be specific.

The IRS centers process these written requests under the provisions of the Internal Revenue Code (IRC) Section 6103, Confidentiality and Disclosure of Returns and Return Information. PHOREF provides employees in the RAIVS unit the ability to issue photocopy fee refunds by inputting data pertinent to each individual case. The data entered is Social Security Number (SSN), name, address, refund amount, refund date, caseworker's Integrated Data Retrieval System (IDRS) number, and appropriate remarks regarding the case.

8. How is the SBU/PII verified for accuracy, timeliness, and completeness? Explain how steps are taken to ensure that all information maintained by the system that is used by IRS to make any adverse determination about an individual's rights, benefits, and/or privileges is maintained with such accuracy, relevance, timeliness, and completeness as is reasonably necessary to assure fairness to the individual in the determination

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C. PRIVACY ACT AND SYSTEM OF RECORDS

9. Are 10 or more records containing SBU/PII maintained, stored, and/or transmitted by or through this system? Yes

9a. If **yes**, are records in the system retrieved by any personal identifier (e.g., name, SSN, Photograph, IP Address) for an individual? Yes

If **yes**, is there a System of Records Notice(s) or SORNs that addresses the PII records in this system? Yes

If **yes**, enter the SORN number(s) and the complete the name of the SORN.

| <u>SORNS Number</u> | <u>SORNS Name</u> |
|---------------------|---|
| IRS22.054 | Subsidiary Accounting Files |
| IRS24.030 | Individual Master File (IMF), Taxpayer Services |
| IRS24.046 | Business Master File (BMF), Taxpayer Services |
| IRS34.037 | IRS Audit Trail and Security Records System |

If **yes**, does the System of Records Notice(s) (SORN) published in the Federal Register adequately describe the records as required by the Privacy Act? Yes

D. RESPONSIBLE PARTIES

10. Identify the individuals for the following system roles. N/A

E. INCOMING PII INTERFACES

11. Does the system receive SBU/PII from other system or agencies? No

F. PII SENT TO EXTERNAL ORGANIZATIONS

12. Does this system disseminate SBU/PII? No

G. PRIVACY SENSITIVE TECHNOLOGY

13. Does this system use social media channels? No

13a. If **yes**, have you conducted a Social Media PIA?

If **no**, Contact *Privacy for assistance with completing the Social Media PIA.

14. Does this system use privacy-sensitive technologies such as mobile, cloud, global position system (GPS), biometrics, RFID, etc.? No

14a. If **yes**, briefly explain how the system uses the referenced technology.

15. Does the system use cloud computing? No

16. Does this system/application interact with the public? No

H. INDIVIDUAL NOTICE AND CONSENT

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

17a. If **yes**, how is notice provided? Was the individual notified about the authority to collect the information, whether such is mandatory or voluntary, the purpose for which the information will be used, with whom the information may be shared, and the effects, if any, if they decide not to provide any of the requested information?
The system uses data entered from tax returns filed by taxpayers. They are notified of such collection by the Privacy Act Notice in the tax return [Form 4506] instructions

18. Do individuals have the opportunity to decline from providing information and/or from consenting to particular uses of the information? No

18b. If no, why not? The system will allow affective parties the opportunity to clarify or dispute negative information that could be used against them. Due process is provided pursuant to 5 USC.

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

The system will allow affective parties the opportunity to clarify or dispute negative information that could be used against them. Due process is provided pursuant to 5 USC.

I. INFORMATION PROTECTION

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

IRS Owned and Operated

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

IRS Employees? Yes

| <u>IRS Employees?</u> | <u>Yes/No</u> | <u>Access Level(Read Only/Read Write/Administrator)</u> |
|------------------------------|----------------------|--|
| Users | Yes | Read and Write |
| Managers | Yes | Read and Write |
| Sys. Administrators | Yes | Read-Only |
| Developers | Yes | Read-Only |

Contractor Employees? No

21a. How is access to SBU/PII determined and by whom? PHOREF management determines employee access. Access to the PHOREF application is obtained by completing an Online 5081 (OL5081) request. The form contains information on the permissions or roles assigned to the account. Upon receiving approval, the DBA creates an account for the requesting new user and an existing PHO4 user (prompted by the new user's manager) will add the new user to the application and set the

21b. If computer matching occurs, can the business owner certify that it meets requirements of IRM 11.3.39 Disclosure of Official Information, Computer Matching & Privacy Protection Act ?
Yes

I.1 RECORDS RETENTION SCHEDULE

22. Are these records covered under the General Records Schedule (GRS), or have a National Archives and Records Administration (NARA) archivist approved a Record Control Schedule (RCS) for the retention and destruction of official agency records stored in this system? Yes

22a. If **yes**, how long are the records required to be held under the corresponding RCS and how are they disposed of? In your response, please include the complete IRM number 1.15.XX and specific item number and title.

PHOREF data is approved for destruction 6 years, 3 months after the fiscal year in which the refund was issued (Job No. N1-58-09-71). This data disposition, along with retention instructions for PHOREF inputs, outputs and system documentation, is published in IRS Records Control Schedule (RCS) Document 12990 under RCS 29 for Tax Administration - Wage and Investment Records, item 428.

I.2 SA&A OR ECM-R

23. Has the system been through SA&A (Security Assessment and Authorization) or ECM-R (Enterprise Continuous Monitoring Reauthorization)? Yes

23a. If **yes**, what date was it completed? 12/21/2012

23.1 Describe in detail the system s audit trail. Audit Plan IRM 10.8.1.4.3 Session events are collected for user transactions in the application. Timestamp, User Identifier, Source Address, System, Application Event Identifier, Tax Filer Taxpayer Individual Number (TIN), Return Code, Error Message and User Type. In addition, a History table maintains a record level history. Standard Employee Identifier (SEID), Area, Territory, Division, Branch, Section, Group In addition, History table maintains a record of information from the Form 4506.

J. PRIVACY TESTING

24. Does the system require a System Test Plan? Yes

24b. If **yes**, Is the test plan in process or completed: Completed

24.3 If **completed/ or in process**, 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? N/A

24b.1. If **completed**, where are the test results stored (or documentation that validation has occurred confirming that requirements have been met)? The results are stored in DocIT and transmittal checklist is provided.

24b.2. If **completed**, were all the Privacy Requirements successfully tested? Yes

24.2 If **completed**, are there any residual system privacy, civil liberties, and/or security risks identified that need to be resolved? No

K. SBU Data Use

25. Does this system use, or plan to use SBU Data in Testing? No

L. NUMBER AND CATEGORY OF PII RECORDS

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

| | |
|-----------------------------|-----------------------|
| 26a. IRS Employees: | <u>Under 50,000</u> |
| 26b. Contractors: | <u>Not Applicable</u> |
| 26c. Members of the Public: | <u>Not Applicable</u> |
| 26d. Other: | <u>No</u> |

M. CIVIL LIBERTIES

27. Does the system maintain any information describing how any individual exercises their rights guaranteed by the First Amendment? No

28. Is the system information used to conduct data-mining as defined in the *Implementing the 9/11 Commission Recommendations Act of 2007, Public Law 110-53, Section 804*? No

29. Will this system have the capability to identify, locate, and monitor individuals or groups of people? No

N. ACCOUNTING OF DISCLOSURES

30. 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? No

End of Report
