

PRIVACY IMPACT ASSESSMENT

Congressional Correspondence System (CCS)

April 2007

FDIC Internal System

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System Overview

The FDIC places a high priority on maintaining positive relationships with Members of the U.S. Congress. The FDIC Office of Legislative Affairs (OLA) was established to act as a central contact point for Members and their staff to direct inquiries relating to the work of the FDIC. Consequently, OLA is a valuable information resource and encourages employees in the FDIC Regional, Area, Headquarters offices to contact OLA staff if they need assistance with anything relating to Congressional inquiries.

The Corporation places a very high priority on timely and complete responses to Congressional inquiries. All Congressional correspondence addressed to the FDIC is delivered to the OLA upon receipt. In order to assure the consistency of the FDIC's contacts with Members of Congress and their staff, the Congressional Correspondence System (CCS) was implemented. OLA assigns Congressional inquiries to the appropriate FDIC Division/Office through CCS.

Material in the CCS application consists of incoming correspondence sent to the FDIC, documents assigning preparation of a draft response to the incoming correspondence (where appropriate), and the final response sent to the correspondent. While this application does not solicit information from the public, unsolicited information may arrive as part of the incoming documents. Letters are filed in CCS by the date that they were received and can be retrieved in the system by the date of receipt or by the assigned due date. They can also be retrieved by using the name of the correspondent and/or by an FDIC-assigned classification.

Personally Identifiable Information (PII) in CCS

CCS does not solicit personal information about individuals. However, letter-writers generally include their names, addresses, titles and other contact information when they send correspondence to the FDIC. Occasionally, the information contained in incoming correspondence (or to attachments to the incoming correspondence) pertains to an individual's disputes with an institution regulated by the FDIC, along with an appeal for assistance in resolving the matter. When the incoming letter is scanned into an electronic file, all attachments are included.

Purpose & Use of Information in CCS

The CCS application is used to preserve incoming correspondence sent to the FDIC by Members of Congress and the agency's responses to those letters. The personal information (names, addresses, titles, etc.) contained in the incoming letters is used to track the inquiries as well as for tracking and providing the appropriate responses to the letters.

Sources of Information in CCS

The two sources of data in the system are the letter-writer and a response drafted by FDIC staff.

Notice & Consent

Members of Congress who send correspondence to the FDIC cannot opt out of providing their information for inclusion in CCS. The incoming correspondence is scanned and then electronically transmitted to the appropriate FDIC Division/Office point of contact. Most letters sent to the FDIC by Members of Congress include names, addresses, titles, and phone numbers of the letter-writers. The information entered into CCS is required to track and resolve the congressional inquiry. Therefore, the letter-writers do not have the ability to opt out of providing their information for CCS.

Access to Data in CCS

Access to the data within CCS is limited to FDIC employees that have been authorized to use the system. This includes authorized OLA personnel, staff from the Office of the Chairman, and staff within the designated Division or Office assigned to a particular correspondence case. The incoming correspondence is scanned and electronically transmitted to FDIC staff with subject matter responsibilities, as appropriate. The subject matter staff does not have access to other information within the system; only the specified matter transmitted to them.

Data Sharing

Other Systems that Share or Have Access to Data in the System:

No other systems currently share or have access to the data in CCS.

System Name	System Description	Type of Information Processed
N/A	N/A	N/A

Data Accuracy in CCS

Any personal data that is included in the correspondence sent to the FDIC is provided on a voluntary basis by the sender (i.e., Members of Congress are not *required* by the FDIC to provide any personal data). The correspondence is received in hard copy and scanned into CCS by FDIC Staff. The FDIC relies on the accuracy of the information provided by the sender to verify information entered into CCS. It is incumbent upon the sender to provide up-to-date and accurate information in the correspondence they send to the FDIC.

Data Security for CCS

Users have read-access to the data on this application. Browsing is limited by the limits placed on the access to the system. In general, in the absence of the Lotus Notes application, the same individuals would have access to the incoming letters in

their hard-copy format so that the FDIC could produce a response to the request for assistance.

System of Records Notice (SORN)

CCS operates under the FDIC Privacy Act SORN 30-64-0029, *Congressional Correspondence Records*.

Contact Us

To learn more about the FDIC's Privacy Program, please visit:

<http://www.fdic.gov/about/privacy/>.

If you have a privacy-related question or request, email Privacy@fdic.gov or one of the [FDIC Privacy Program Contacts](#). You may also mail your privacy question or request to the FDIC Privacy Program at the following address: 3501 Fairfax Drive, Arlington, VA 22226.

