

## PRIVACY IMPACT ASSESSMENT (PIA)

**PRESCRIBING AUTHORITY:** DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

**1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:**

Defense Travel System (DTS)

**2. DOD COMPONENT NAME:**

Defense Human Resources Activity

**3. PIA APPROVAL DATE:**

07/06/20

Defense Travel Management Office

### SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

**a. The PII is:** (Check one. Note: foreign nationals are included in general public.)

- |                                                                                                                              |                                                                            |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <input type="checkbox"/> From members of the general public                                                                  | <input type="checkbox"/> From Federal employees and/or Federal contractors |
| <input checked="" type="checkbox"/> From both members of the general public and Federal employees and/or Federal contractors | <input type="checkbox"/> Not Collected (if checked proceed to Section 4)   |

**b. The PII is in a:** (Check one)

- |                                                                        |                                                         |
|------------------------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> New DoD Information System                    | <input type="checkbox"/> New Electronic Collection      |
| <input checked="" type="checkbox"/> Existing DoD Information System    | <input type="checkbox"/> Existing Electronic Collection |
| <input type="checkbox"/> Significantly Modified DoD Information System |                                                         |

**c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.**

The purpose of the DTS is to provide a DoD-wide travel management process which will cover all official travel, from pre-travel arrangements to post-travel payments. Also, the DTS verifies individual travel information is accurate, current, and meets DoD foreign nation requirements for travel within the continental United States and outside the continental United States. The system facilitates the processing of official travel requests for DoD personnel and other individuals traveling on DoD travel orders. The DTS provides information to financial systems to reimburse individual travel expenses, as well as to a commercial system to facilitate a voluntary rewards program for travelers using government travel charge cards (GTCC) for select purchases. The DTS includes a tracking and reporting system to monitor travel authorizations, obligations, and payments. Additionally, the DoD uses the DTS data to conduct surveys of program effectiveness, provide insight into the gap between product/service delivery and customer expectations, and assist in understanding the drivers of customer satisfaction.

The DTS business intelligence tool and archives provide a repository for reporting and archiving travel records. It assists with planning, budgeting, and allocating resources for future DoD travel, conducting oversight operations, analyzing travel, budgetary, or other trends, detecting fraud and abuse, and provides a mechanism for responding to authorized internal and external requests for data relating to DoD official travel and travel-related services.

To increase the efficiency of DoD travel operations, the DTS modernization effort evaluates newer technology, common industry practices, and the feasibility of a commercial travel product. The scope of the effort will start small and expand over time to include more functionality and different types of DoD users.

The DTS collects the following types of personal information: Full name, Social Security Number (SSN), DoD Identification Number (DoD ID Number), gender, date of birth, place of birth, citizenship, Passport information, Visa information, mailing address, home address, emergency contact name, phone number and personal email address. Employment information including: Service/Agency, duty station information, title/rank/grade, civilian/military status information, work email address, work phone number, and security clearance level. Financial information including: GTCC number and expiration date, personal credit card number and expiration date, personal checking and or savings account numbers and bank routing information. Travel information including: Frequent flyer information, travel itineraries (includes dates of travel) and reservations, trip record number, trip cost estimates, travel vouchers, travel-related receipts, travel document status information, travel budget information, commitment of travel funds, records of actual payment of travel funds, and supporting documentation.

**d. Why is the PII collected and/or what is the intended use of the PII?** (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

PII is collected for identification and verification for airline ticketing in compliance with Homeland Security regulations, as well as

verification of bank account information for direct deposit of voucher and payment of travel card expenses. Other use of information includes travel preferences such as frequent flyer information, TSA Pre-Check number, and passport information.

e. Do individuals have the opportunity to object to the collection of their PII?  Yes  No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

If individuals object to the collection of their PII, then they should not enter the DTS system or accept the disclosure upon DTS login. They may request a manual itinerary generation to reduce the amount of PII that is collected, however, ultimately, if they choose to travel on DoD orders, they must allow the collection of PII. The privacy notice presented to the user prior to login states "DISCLOSURE: Voluntary, however, failure to provide all of the requested information may preclude the processing of both the travel request and the claim for reimbursement."

f. Do individuals have the opportunity to consent to the specific uses of their PII?  Yes  No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

Individuals have opportunity to consent before entering the site by clicking "accept" on the Privacy and Ethics Policy banner page. Once stored within the system, use of the data is controlled by the DTS application, not by the user.

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

Privacy Act Statement  Privacy Advisory  Not Applicable

**AUTHORITY:** 5 U.S.C. 57, Travel, Transportation, and Subsistence; 50 U.S.C. 3711, Authority to carry out Department of Defense Cooperative Threat Reduction Program; Department of Defense (DoD) Directive 5100.87, Department of Defense Human Resources Activity; DoDD 5105.62, Defense Threat Reduction Agency (DTRA); DoD Instruction 5154.31, Volume 3, Commercial Travel Management: Defense Travel System (DTS); DoDI 5154.31, Volume 4, Commercial Travel Management: DoD Government Travel Charge Card (GTCC) Program; DoD Financial Management Regulation 7000.14-R, Vol. 9, Defense Travel System Regulation, current edition; DoD Directive 4500.09E, Transportation and Traffic Management; DTR 4500.9-R, Defense Transportation Regulation, Parts I, Passenger Movement, II, Cargo Movement, III, Mobility, IV, Personal Property, V, Customs; 41 CFR 300-304, The Federal Travel Regulation (FTR); Joint Federal Travel Regulations, Uniformed Service Members and DoD Civilian Employees; and E.O. 9397 (SSN), as amended.

**PURPOSE:** The purpose of DTS is to provide a DoD-wide travel management process which will cover all official travel, from pre-travel arrangements to post-travel payments. The system facilitates the processing of official travel requests for DoD personnel and other individuals who travel pursuant to DoD travel orders, as well as reimbursement of travel expenses incurred by individuals while traveling on official business. DTS includes tracking and reporting capabilities, as well as a business intelligence tool and archives which provide a repository for reporting and archiving travel records.

**ROUTINE USES:** Disclosure of records are generally permitted under 5 U.S.C. 522a(b) of the Privacy Act of 1974, as amended. To Federal and private entities providing travel services for purposes of arranging transportation and lodging for those individuals authorized to travel at government expense on official business.

To the Internal Revenue Service to provide information concerning the pay Start Printed Page 17321 of travel allowances which are subject to federal income tax.

Additional routine uses are listed in the applicable System of Records Notice, Defense Travel System (DTS), DHRA 08 DoD at: <https://www.federalregister.gov/documents/2020/03/27/2020-06467/privacy-act-of-1974-system-of-record>

**DISCLOSURE:** Voluntary, however, failure to provide all of the requested information may preclude the processing of both the travel request and the claim for reimbursement.

h. With whom will the PII be shared through data exchange, both within your DoD Component and outside your Component? (Check all that apply)

Within the DoD Component

Specify.

Other DoD Components

Specify.

All DOD components use DTS and have access to their own data stored within the system.

Other Federal Agencies

Specify.

Law Enforcement personnel conducting investigations, Inspector General Auditors, Internal Revenue Service, Other federal entities providing travel services.

State and Local Agencies

Specify.

CKA, World Aware, Northrop Grumman, Clear Avenue, CITI Bank, Sabre, Travel Port, and GXS, Inc.

Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.)

Specify.

The DTS operations and maintenance contractors and DTS PMO support contractors comply with the requirements of OMB Memorandum M-06-16, Protection of Sensitive Agency Information, DoD Memorandum of June 23, 2006, DoD Guidance on Protecting PII, and DHRA Policy and Procedures When Personal Information is Lost, Stolen or Compromised. DTS contractors access information on an as-needed basis to troubleshoot system issues and respond to program inquiries.

Other (e.g., commercial providers, colleges).

Specify.

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

- Individuals
- Existing DoD Information Systems
- Other Federal Information Systems
- Databases
- Commercial Systems

j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)

- E-mail
- Face-to-Face Contact
- Fax
- Information Sharing - System to System
- Other (If Other, enter the information in the box below)
- Official Form (Enter Form Number(s) in the box below)
- Paper
- Telephone Interview
- Website/E-Form

k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

Yes  No

If "Yes," enter SORN System Identifier

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.defense.gov/Privacy/SORNs/>

or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority.

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

Financial transaction records related to procuring goods and services, paying bills, collecting debts, Official Temporary. Temporary, Destroy

6 years after final payment or cancellation.

Administrative claims by or against the United States. Temporary, Destroy 7 years after final action.

**m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.**

- (1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.
- (2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply).

(a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.

5 U.S.C. 57, Travel, Transportation, and Subsistence; 50 U.S.C. 3711, Authority to carry out Department of Defense Cooperative Threat Reduction Program; Department of Defense (DoD) Directive 5100.87, Department of Defense Human Resources Activity; DoDD 5105.62, Defense Threat Reduction Agency (DTRA); DoD Instruction 5154.31, Volume 3, Commercial Travel Management: Defense Travel System (DTS); DoDI 5154.31, Volume 4, Commercial Travel Management: DoD Government Travel Charge Card (GTCC) Program; DoD Financial Management Regulation 7000.14-R, Vol. 9, Defense Travel System Regulation, current edition; DoD Directive 4500.09E, Transportation and Traffic Management; DTR 4500.9-R, Defense Transportation Regulation, Parts I, Passenger Movement, II, Cargo Movement, III, Mobility, IV, Personal Property, V, Customs; 41 CFR 300-304, The Federal Travel Regulation (FTR); Joint Federal Travel Regulations, Uniformed Service Members and DoD Civilian Employees; and E.O. 9397 (SSN), as amended.

**n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?**

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

Yes     No     Pending

- (1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.
- (2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."
- (3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

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