

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 Management Office (DTMO) Passport / Commercial Travel Information Management (CTIM)

2. DOD COMPONENT NAME:

Department of Defense Human Resources Activity

3. PIA APPROVAL DATE:

10/21/24

Defense Travel Management Office

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: (Check one. Note: Federal contractors, military family members, and foreign nationals are included in general public.)

- ☐ From members of the general public ☐ From Federal employees
- ☒ from both members of the general public and Federal employees ☐ Not Collected (if checked proceed to Section 4)

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

- ☐ New DoD Information System ☐ New Electronic Collection
- ☒ Existing DoD Information System ☐ Existing Electronic Collection
- ☐ 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.

CTIM is an Oracle database repository that is a component of the DTMO Passport Enterprise. CTIM consolidates, transforms, and stores all DoD commercial travel data. CTIM supports applications, reporting, and analytics. User access is provided through DTMO Passport website. This information system exists to establish a repository of DoD travel records consisting of travel booked within the Defense Travel System (DTS) as well as through commercial travel vendors in order to satisfy reporting requirements; identify and notify travelers in potential distress due to natural or man-made disasters; assist in the planning, budgeting, and allocation of resources for future DoD travel; conduct oversight operations; analyze travel, budgetary, or other trends; detect fraud and abuse; conduct surveys for the a) evaluation of program effectiveness, b) calculation of travel and housing allowances, c) provision of insight into the gap between product/service delivery and customer expectations, and d) acquisition of customer satisfaction drivers; respond to authorized internal and external requests for data relating to DoD official travel and travel related services, including premium class travel; and provide web-registered guest users an online customer support site for submitting inquiries regarding commercial travel within the DoD, including assistance with DTS.

In its various repository records, the system stores the following personal information about individuals:

For DoD travelers, information from commercial travel booking systems and the DTS: Name, Social Security Number (SSN), DoD ID number, individual taxpayer identification number (ITIN), passport information, gender, date of birth, email address; home and/or business address, and cellular phone numbers; emergency contact information to include spouses name and number.

Employment information: Employment status, organizational information, duty station, rank, military status information, travel preferences, frequent flyer information.

Financial information to include government and/or personal charge card account numbers and expiration information, government travel charge card transactions, personal checking and/or savings account numbers, government accounting code/budget information, specific trip information to include 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.

For dependents who are accompanying the DoD sponsor on travel: Name, date of birth, and passport information.

For registered website guests: Name, phone number, email address; if affiliated with DoD, duty station, rank, DoD ID number; if desiring travel alerts, cellular phone number and cellular phone provider; if requiring assistance with the DTS, last four of the SSN.

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)

Verification, identification, authentication, data matching, and mission-related use.

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.

For the Commercial Travel Information Management data repository, PII data is obtained from other systems (Defense Travel System (DTS), the Global Distribution System, Government Travel Credit Card vendor). Users may leverage the objection capabilities of the originating system.

DTMO Passport website guests may elect not to register for an account. Individuals who do not register for an account may not receive online help desk support, training, or travel planning information.

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.

For the Commercial Travel Information Management data repository, PII data is obtained from other systems (Defense Travel System (DTS), the Global Distribution System, Government Travel Credit Card vendor). Users of those systems observe their privacy notices and user agreements. For example, Government Travel Charge Card users provide consent to the use of their information when signing the travel card application.

Users registering on the DTMO Passport website for help desk support, training, or travel planning information consent to the use of their information in accordance with the website privacy policy when submitting their registration.

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

Individuals are not prompted to provide PII when registering on the Passport website (front-end) and applications, PII is collected and stored within the CTIM database (back-end) through data exchange from external travel vendors.

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

☐ Within the DoD Component

Specify.

☒ Other DoD Components (i.e. Army, Navy, Air Force)

Specify.

Services and Agencies responsible for individuals found to be in areas affected by natural disasters or threatening events; Services and agencies responsible for individuals suspected of fraud and abuse of travel services; Service/ Agency Investigative Offices requesting data in support of investigation activities. Ad-hoc travel reports to other DoD components for reasons that fall within the uses established in the SORN.

☐ Other Federal Agencies (i.e. Veteran's Affairs, Energy, State)

Specify.

☐ State and Local Agencies

Specify.

☒ 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.

Kaimetrix LLC- privacy clauses 52.224-1, Privacy Act Notification and 52.224-2, Privacy Act are included in the contract. Items outlined in 39.105 are covered in various sections of the PWS.
Crisis24 - privacy clauses 52.224-1, Privacy Act Notification and 52.224-2, Privacy Act is included in the contract. Items outlined in 39.105 are covered in various sections of the PWS.

☐ 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

☒ Databases

- ☒ Existing DoD Information Systems ☒ Commercial Systems
☐ Other Federal Information Systems

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

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

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 **DHRA 14 (Consolidating into DHRA 08)**

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.

- 07262024, Submitted to PCLT for review/approval: Modification and reissue of the DHRA 08 DTS SORN to include the systems and processes contained in the DHRA 14, CTIM SORN.
- DHRA 14, Commercial Travel Information Management System (CTIM) SORN, FR, 09/23/2020; 85 FR 59759 - currently valid.
- DHRA 08, Defense Travel System (DTS) SORN, FR, 03/27/2020; 85 FR 17319 – currently valid.

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. **GRS 1.1, item 010 (DAA-GRS-2013-0003-0001)**

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

(3) Retention Instructions.

Per MFR with CRMO. Temporary. Cut off annually. Destroy 6 years after cutoff.

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. Ch. 57, Travel, Transportation, and Subsistence; 10 U.S.C. 135, Under Secretary of Defense (Comptroller); 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 37 U.S.C. 463, Programs of Compliance, Electronic Processing of Travel Claims; 41 CFR. 300-304, Federal Travel Regulation System; DoD Directive (DoDD) 4500.09, Transportation and Traffic Management; DoDD 5100.87, Department of Defense Human Resources Activity (DoDHRA); DoD Instruction (DoDI) 5154.31, Vols 1-6 Commercial Travel Management; DoDI 1100.13, DoD Survey; DoD Financial Management Regulation 7000.14-R, Vol. 9, Travel Policy; DoD 4500.9-R, Defense Transportation Regulation (DTR), Parts I-V; The Joint Federal Travel Regulation, 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.

0704-0577, "Defense Travel System," October 27, 2024