



Privacy Impact Assessment  
for the

## Person Centric Query Service

**DHS/USCIS/PIA-010**

**March 8, 2016**

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## Abstract

The Department of Homeland Security (DHS), United States Citizenship and Immigration Services (USCIS) developed the Person Centric Query Service (PCQS) to allow users to submit a single query and view all transactions involving an immigrant or nonimmigrant across multiple DHS and external systems. PCQS returns a consolidated view of the individual's past interactions with DHS Components and other agencies as he or she passed through the U.S. immigration system. This Privacy Impact Assessment (PIA) and the attached appendices provide transparency into PCQS uses of personally identifiable information (PII) from connected systems and assess the associated privacy risks and mitigations. The previously published version of DHS/USCIS/PIA-010 USCIS Person Centric Query (PCQ) Service and its corresponding updates will be retired upon publication of this PIA.

## Overview

The Department of Homeland Security (DHS), United States Citizenship and Immigration Services (USCIS) oversees lawful immigration to the United States. USCIS developed the Person Centric Query Service (PCQS) to allow DHS employees and certain external federal agency employees, such as Department of State (DOS) Consular Officers, to obtain a consolidated read-only view of an immigrant's past interactions with the U.S. Government as he or she passed through the U.S. immigration system.<sup>1</sup> PCQS retrieves and temporarily displays information from connected systems, which include USCIS systems, DHS systems, external agency systems, and private sector systems.<sup>2</sup> PCQS presents a single access point and eliminates the need to access these individual systems separately.

PCQS does not store data. PCQS retrieves and temporarily displays information from connected systems in a consolidated, read-only format for the user. Users initiate a PCQS search by entering a data element or a combination of data elements to uniquely identify a record in the connected IT system. Searchable data elements vary by underlying system. These specifications are documented for each underlying system in Appendix A (USCIS systems), Appendix B (DHS systems), and Appendix C (external systems). Search criteria may include: name with date of birth, Alien Number (A-Number), Receipt Number,<sup>3</sup> Social Security number (SSN), I-94 Number, Student & Exchange Visitor Information System (SEVIS) ID, Visa Control Number, or certificate of citizenship number. Authorized users select the systems they wish to search by either selecting the "Check All" option or independently clicking the systems of interest.

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<sup>1</sup> See Appendix D for a complete list of PCQS users and user groups.

<sup>2</sup> A "connected system" is a system, data set, or database that PCQS access to either retrieve or deliver data. See Appendices A, B, and C for a complete list of connected systems.

<sup>3</sup> USCIS issues a receipt number for the application or petition, and sends a receipt notice to the applicant or petitioner.



Systems that do not support the chosen search type or are systems or persons not authorized to search are unavailable and “grayed out.” Please see Appendix D (PCTS User Groups) for a list of PCQS users and which systems they are permitted to search.

When a PCQS user submits a query request, PCQS first authenticates the user’s logon credentials. Once PCQS verifies the user’s credentials, PCQS conducts a second check to see if the user is authorized to access the requested resources. If the user has the appropriate authorization, PCQS proceeds to submit the query request to the connected IT systems. PCQS automatically sends the authenticated user name and search criteria to the agency that owns the system so that the agency has a record of the information displayed for auditing purposes.

PCQS retrieves and temporarily displays information from each connected IT system based on the query search criteria. The user is able to select the following views to review the data:

***Person View*** - temporarily displays the matches based on the search criteria by system.

***Detailed Activities View*** - temporarily displays more details pertaining to each transaction record. The details pertaining to that record are temporarily displayed in a separate window.

***Comparison View*** - compares data fields across multiple systems. Users view the data returned from each connected IT system and perform comparisons to determine if the data matched or mismatched.<sup>4</sup>

PCQS does not retain any of the information from a query and temporarily displays the information in a read-only format. This information may include: applicant name, A-Number, SSN, gender, date of birth, residence address, phone number, e-mail address, certificate of citizenship number, naturalization certificate number, photographs, and background check results. All information displayed by PCQS is detailed in the Appendices by system. USCIS will update the Appendices for additional PCQS interfaces.

## ***PCQS Users***

PCQS enables authorized USCIS, DHS Components, and other federal agencies the ability to search through multiple systems from a centralized system. The following is a list of user organizations that access PCQS and examples of how the service supports the organization’s business processes:

### ***USCIS Users***

#### **USCIS Field Office Directorate (FOD)/Service Center Operations Directorate**

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<sup>4</sup> PCQS presents the user with a search result list and the user determines whether the data was a match or mismatch by comparing the information presented by PCQS vs. benefit application (depending on the user). If the data is a mismatch, then the user will perform the search again or determine a no record match.



## **(SCOPS)**

Adjudicators from FOD and SCOPS use PCQS to query transactions involving an immigrant across a number of USCIS and external systems to obtain a consolidated and correlated view of the immigrant's past interaction with the U.S. Government as he or she passed through the U.S. immigration system. This information is valuable to adjudicators. PCQS eliminates the need to log into separate systems, perform a set of complex queries against each system, and manually correlate results. Information from PCQS is required by adjudicators to check for discrepancies between an applicant's historical interaction with DHS and his or her current application.

## **USCIS National Security and Records Verification Directorate/Verification Division**

The USCIS Verification Division manages two programs: SAVE and E-Verify.<sup>5</sup> SAVE is a fee-based inter-governmental initiative designed to help federal, state, tribal, and local government agencies confirm status prior to granting benefits and licenses, as well as for other lawful purposes. The E-Verify program provides participating employers the ability to verify the employment eligibility of all newly hired employees. Immigration Status Verifiers (ISV) use PCQS when initial SAVE and E-Verify queries result in a no-match or a potential mismatch to information supplied by SAVE and E-Verify source systems; PCQS is used to resolve the no-match responses and potential mismatches.

## **USCIS Fraud Detection and National Security Directorate (FDNS)<sup>6</sup>**

FDNS personnel use PCQS to help obtain consolidated information when FDNS investigators suspect immigration fraud. Information from PCQS is used as part of a variety of national security vetting initiatives to determine benefit fraud, criminal activity, public safety, and national security concerns within the immigration benefit adjudication process.

## **USCIS Refugee, Asylum, and International Operations Directorate (RAIO)**

Adjudicators with the International Operations Division, Refugee Affairs Division, and Asylum Division use PCQS to query transactions involving immigration across a number of USCIS and DOS systems to obtain a consolidated and correlated view of the immigrant's past application history and his or her interaction with the U.S. Government. Information from PCQS is required by the Adjudicators to check for discrepancies between an applicant's historical interaction with DHS and his or her current application.

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<sup>5</sup> See DHS/USCIS/PIA-030(d) - E-Verify Program; DHS/USCIS/PIA-006(b) - Systematic Alien Verification for Entitlements (SAVE) Program, available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>6</sup> See DHS/USCIS/PIA-013(a) - Fraud Detection and National Security Directorate (FDNS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).



## *DHS Component Users*

### **DHS Citizenship and Immigration Services Ombudsman's Office (CIS OMB)**

The CIS Ombudsman uses PCQS information to identify areas in which an individual or employer has problems in dealing with USCIS; to assist an individual or employer in resolving problems with USCIS; and to propose changes in the administrative practices of USCIS so that problems can be identified and mitigated. The Ombudsman's Office provides recommendations for resolving individual and employer problems with USCIS or a USCIS system to carry out its statutory mandate.<sup>7</sup>

### **DHS U.S. Customs and Border Protection (CBP)**

Information from PCQS is used by CBP officers to identify and apprehend individuals suspected of immigration fraud and other violations at the border. CBP officers use PCQS to query USCIS databases to validate the immigration credentials (i.e., visas, passports, and Permanent Resident Cards) presented to them. CBP users of PCQS include those officers with border enforcement functions.

### **DHS U.S. Immigration and Customs Enforcement (ICE)**

Immigration Enforcement Agents and Deportation Officers use PCQS while investigating individuals who are suspected of violating immigration laws and federal criminal statutes. ICE users of PCQS are agents and officers with immigration investigation responsibilities.

### **DHS National Protection and Programs Directorate (NPPD), Office of Biometric Identity Management (OBIM)**

OBIM uses PCQS to assist with biometric identification services to help federal, state, and local government decision-makers accurately identify the individuals they encounter and determine whether those people pose a risk to the United States. Specifically, these users use PCQS to perform federated queries across a number of systems in order to support their mission.

### **DHS Office of Inspector General (OIG)**

The OIG serves as an independent and objective inspection, audit, and investigative body to promote effectiveness, efficiency, and economy in DHS's programs and operations, and to prevent and detect fraud, abuse, mismanagement, and waste in such programs and operations. The DHS OIG users use PCQS to perform federated queries across a number of systems in order to support their mission.

## *Other Federal Agency Users*

### **Department of State (DOS) Bureau of Consular Affairs**

Visa Benefit Adjudicators, Visa Fraud Officers, and Consular Officers use PCQS as part

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<sup>7</sup> Homeland Security Act of 2002 § 452.



of the adjudication processing of visa applications submitted by immigrant and non-immigrant visa petitioners. Information from PCQS is required by the adjudicators and officers to help determine the veracity of the petition information provided. This includes data on pending petitions and applications as well as historical information.

## **Section 1.0 Authorities and Other Requirements**

### **1.1 What specific legal authorities and/or agreements permit and define the collection of information by the project in question?**

USCIS collects the source information for temporary display in PCQS under the authority of the Immigration and Nationality Act.<sup>8</sup> Specifically, 8 U.S.C. § 1103 charges the Secretary of Homeland Security with the duty of administering and enforcing all laws relating to the immigration and naturalization of aliens.

### **1.2 What Privacy Act System of Records Notice(s) (SORN(s)) apply to the information?**

PCQS retrieves and temporarily displays data from other Privacy Act Systems of Record. The source system SORNs (described in the attached Appendices) cover the data within PCQS.

### **1.3 Has a system security plan been completed for the information system(s) supporting the project?**

Yes. PCQS is covered as a minor system under the Enterprise Service Bus 2 (ESB 2) accreditation boundary. The security plan for ESB 2, which includes PCQS, was completed on August 29, 2013. ESB 2 was issued an Authority to Operate (ATO) on August 29, 2015, and is part of an Ongoing Authorization program. As such, ESB2 will have an ongoing ATO with no expiration date.

### **1.4 Does a records retention schedule approved by the National Archives and Records Administration (NARA) exist?**

PCQS does not retain any information from a query. PCQS deletes all information immediately after temporarily displaying query results. Thus, PCQS does not require and NARA has not approved a records retention schedule. However, the systems from which PCQS retrieves information may have NARA retention schedules.

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<sup>8</sup> 8 U.S.C. § 1101, *et seq.*



**1.5 If the information is covered by the Paperwork Reduction Act (PRA), provide the OMB Control number and the agency number for the collection. If there are multiple forms, include a list in an appendix.**

The provisions of the PRA do not apply to PCQS. However, the information maintained by the systems from which PCQS temporarily displays information may be subject to the PRA.

## **Section 2.0 Characterization of the Information**

The following questions are intended to define the scope of the information requested and/or collected, as well as reasons for its collection.

**2.1 Identify the information the project collects, uses, disseminates, or maintains.**

As noted, PCQS temporarily displays read-only information from underlying, connected IT systems. The information temporarily displayed from each system varies. PCQS may temporarily display read-only information from source systems including:

- Name;
- A-Number;
- Social Security number (SSN);
- Gender;
- Date of birth;
- Residence address;
- Phone number;
- E-mail address;
- Certificate of citizenship number;
- Naturalization certificate number;
- Photographs;
- Background check results; and
- Encounter information.



See Appendices A, B, and C for a complete list of read-only data elements that PCQS may temporarily display for each system.

## **2.2 What are the sources of the information and how is the information collected for the project?**

PCQS queries and temporarily displays information from connected IT systems. See Appendices A, B, and C for a complete list of connected IT systems. USCIS will update these appendices as new systems are added to PCQS.

## **2.3 Does the project use information from commercial sources or publicly available data? If so, explain why and how this information is used.**

No.

## **2.4 Discuss how accuracy of the data is ensured.**

PCQS depends on the accuracy and quality of information provided by the connected systems. PCQS temporarily displays real-time data directly from all underlying connected IT systems and is delivered “as is,” except for reformatting to standardize the representation of the data. Any checks for data accuracy are performed in the underlying connected IT systems. If an end user determines that erroneous information is being stored by the connected IT systems, the user can correct the information by signing into the system via the application and correcting the erroneous data in accordance with established policy, processes, and training. If the user does not have update privileges, he or she may request that the change be made by notifying the appropriate data management staff, following the policies for data changes that are in effect for the system.

PCQS mitigates mistakenly correlating multiple immigrants’ records as belonging to one immigrant by using a strong matching algorithm that includes matching A-Number along with first name, last name, date of birth, and country of birth to tie together records pertaining to a single individual. In addition, PCQS provides a comparison view which allows the user to view the person centric data across the systems to determine if an improper mismatch may have occurred due to incorrect data stored in the connected systems.

## **2.5 Privacy Impact Analysis: Related to Characterization of the Information**

**Privacy Risk:** There is a risk that PCQS may temporarily display inaccurate data due to inaccuracies in underlying source IT systems.

**Mitigation:** The accuracy of PCQS is dependent on the accuracy of the connected IT system information. PCQS is not the original point of collection for the information. PCQS





provides a unified interface that ensures the information is current and up-to-date by collecting the information directly from the source system in real-time, however the underlying information may still be inaccurate. PCQS does not retain the results of queries, which reduces the risk of data discrepancies between PCQS and the connected system in the event information is amended in the connected system.

To further mitigate the risk of inaccurate data, when using PCQS in “Comparison View,” users are able to compare data fields across multiple systems. Users view the data returned from each connected IT system and perform comparisons to determine if the data matched or mismatched. If the data is a mismatch, then the user will perform the search again or determine a no record match. The match/mismatch feature in PCQS enhances data accuracy as it compares data fields in each source system and identifies a match or mismatch of data, which assists the trained USCIS adjudicators in determining the degree of conformity and correctness of the data. In “Comparison View” below, PCQS displays the system, identifies data matches (white) and mismatches (yellow), and an overall match column. PCQS displays the source of information so that, given the data discrepancies between the source systems, trained USCIS adjudicators can make an assessment of which data is the most up-to-date and or accurate.

Activities Comparison Matrix							
NEM Element	ELIS I539	TECS-XING SQPQ	FD258 I90	ELIS2 I90	ELIS2 I90	CPMS I485	Match
AdmissionID	96547712985						✓
AdmitToDate	*	*				10-28-2020	✓
AlienBirthCountryName	CYP		AF	CAD	CAD	AFRIC	✗
AlienCitizenshipCountryName	XXX						✓
AlienImmigrationStatus	*					*	✓
AlienNumber	033144294		A033144294	A033144294	A033144294	A033144294	✗
AlienReligionCodeText							✓
ArrivalDate	09-11-2011	07-12-2011		11-11-2013	11-11-2013		✗
ArrivalReason							✓
BenefitApplicationCategoryDescriptionText *				I90	I90		✓
BenefitApplicationStatus							✓
BenefitApplicationSubmittedDate	01-13-2012						✓
CitizenshipCertificateID							✓
CitizenshipNaturalizationCityName							✓
CitizenshipNaturalizationDate							✓
ClassOfAdmission	*			RE8	RE8	*	✗
DACSHitIndicator							✓

An Alien File, or A-File, is the official record that contains information regarding the transactions of an individual as he/she passes through the U.S. immigration and inspection process. To resolve a data mismatch, users would contact the office in possession of the A-File and request that the owning office confirm the information. In some cases users may request the file and conduct the review themselves if more extensive information or it is a matter of possible crossed identities. If users cannot resolve a mismatch, they may contact the National Records Center, or refer applicant or petitioner to a local USCIS or CBP office (depending on which document contains the possible error or mismatch) to have their information reviewed in-person and if appropriate, update the inaccurate information in the DHS systems. Once the underlying systems are updated, PCQS will display the corrected information in real-time.

**Privacy Risk:** There is a risk that PCQS may associate a record with the incorrect applicant.



**Mitigation:** PCQS mitigates this risk by using a strong matching algorithm, which includes matching A-Number along with first name, last name, date of birth, and country of birth to tie together records pertaining to a single immigrant. PCQS also provides a comparison view that allows the user to view the person centric data across the number of systems to determine if an improper mismatch rendered due to incorrect data stored in the connected IT systems.

**Privacy Risk:** There is a risk that PCQS will retrieve more information than required from the connected IT system.

**Mitigation:** USCIS mitigates this risk by limiting the information collected by PCQS from the connected IT system.<sup>9</sup> All data elements that are retrieved by PCQS were negotiated with, approved by USCIS and the System Owner, and documented in a Interface Control Agreement (ICA). USCIS configured PCQS to only retrieve and temporarily display a specific set of information from the connected system as governed by the respective ICA. PCQS does not retain any information from the connected IT system.

Additionally, PCQS is also configured to retrieve information from certain IT connected systems based on the defined search criteria. Users can perform searches by name (with Date of Birth), Name (with Country of Birth), A-Number, Receipt Number, Student and Exchange Visitor Information System ID (SEVIS ID), SSN, Visa Control Number (VCN), I-94 Number, Naturalization Number or Citizenship Certificate Number, Encounter ID, Enumerator, Treasury Enforcement Communication Systems (TECS) Record ID, Card Serial Number, State Issued ID (Driver's License Number, State Permit ID, or State ID), Fingerprint Identification Number, USCIS Account ID, Transaction Control Number (TCN), Passport Number with Country Code or Passport Number without Country Code. Only systems that support a particular type of search are available when that type of search is selected (i.e., . Unavailable systems are and "grayed out" depending on the type of search. When searching against multiple sources, users can see the data returned from each source and perform data comparisons. Appendices A, B, and C identify the search criteria that is available for each connected IT system.

## Section 3.0 Uses of the Information

The following questions require a clear description of the project's use of information.

### 3.1 Describe how and why the project uses the information.

PCQS is used to provide a consolidated real-time view of records from multiple systems to improve USCIS adjudicator operational speed and identify data mismatches. PCQS allows users to temporarily display real-time data related to an individual such as immigration status, biometric information, and associated biographic information for the purposes of national

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<sup>9</sup> See Appendices A, B, and C for a complete list of connected IT systems and the information retrieved by PCQS.



security, law enforcement, adjudication of applications or petitions for immigration benefits and border management. See Appendix D for a list of PCQS users and a description of how they use the system.

### **3.2 Does the project use technology to conduct electronic searches, queries, or analyses in an electronic database to discover or locate a predictive pattern or an anomaly? If so, state how DHS plans to use such results.**

No. PCQS only permits searches for a specific individual. PCQS is not used to conduct electronic searches, queries, or analyses in an electronic database to discover or locate a predictive pattern or an anomaly.

### **3.3 Are there other components with assigned roles and responsibilities within the system?**

Yes. Users from the CIS Ombudsman's Office; U.S. Customs and Border Protection (CBP); U.S. Immigration and Customs Enforcement (ICE); DHS National Protection and Programs Directorate (NPPD), Office of Biometric Identity Management (OBIM); and DHS Office of the Inspector General (OIG) have access to PCQS. The CIS Ombudsman's Office uses PCQS for its USCIS oversight responsibilities. CBP uses PCQS for border enforcement purposes. ICE uses PCQS for immigration investigation purposes. OBIM uses PCQS related to its biometric identification responsibilities. OIG uses PCQS for DHS inspection, audits, and its investigative responsibilities.

### **3.4 Privacy Impact Analysis: Related to the Uses of Information**

**Privacy Risk:** There is a risk that PCQS users may use information for purposes inconsistent with the purpose of the original collection.

**Mitigation:** USCIS mitigates this risk in several ways. First, each user has a different access profile based on their agency or office's mission.<sup>10</sup> Second, all PCQS users are required to sign Rules of Behavior before they are permitted access to the system. The Rules of Behavior clearly explain what users may and may not do within PCQS and with the information PCQS retrieves and temporarily displays. The Rules of Behavior explicitly prohibit, for example, forwarding or sharing (in the form of a printed copy or screen shot) with any other user. Data may not be stored on any device. Third, a standard warning banner is displayed on the PCQS homepage to inform users that they are about to access a DHS-owned computer system. Further, the warning banner advises authorized and unauthorized users of proper and improper use of the data, that the system may be monitored to detect improper use, and the consequences of improper use of the data. Last, the system's auditing capability records users' activities and the

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<sup>10</sup> See Appendix D for PCQS Users and User Groups.



system's audit logs are reviewed on a regular basis by system administrators to ensure that the system is being used appropriately.

**Privacy Risk:** There is a risk that a user may access information in PCQS that he or she otherwise would not be able to view in the source system.

**Mitigation:** Each internal and external agency has a different access profile.<sup>11</sup> PCQS is only available to authorized users who have been granted the appropriate privileges to access data from the connected IT system systems. PCQS users have been categorized into groups by organization and are provided access to designated connected IT systems based on the organization. Only the results from IT systems to which the user has access are temporarily displayed on the PCQS search screen.

## Section 4.0 Notice

The following questions seek information about the project's notice to the individual about the information collected, the right to consent to uses of said information, and the right to decline to provide information.

### **4.1 How does the project provide individuals notice prior to the collection of information? If notice is not provided, explain why not.**

PCQS does not collect information directly from individuals. USCIS is providing notice through this PIA. Each DHS source system provides notice through a PIA and SORN, which are available on the DHS Privacy Office website. Appendices A, B, and C describe the specific notice provided by each connected system.

### **4.2 What opportunities are available for individuals to consent to uses, decline to provide information, or opt out of the project?**

PCQS does not collect information directly from the individual, which results in the inability for an individual to consent, decline, or opt out. The agency or program that collected the information may provide the individual with the opportunity to consent, decline to provide information, or opt out.

### **4.3 Privacy Impact Analysis: Related to Notice**

**Privacy Risk:** There is a risk that an individual may not be aware that information collected directly from him or her is shared with PCQS users.

**Mitigation:** This risk is mitigated by publishing this PIA. The collecting agency provides notice at the point of collection that the information may be shared with other federal, state,

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<sup>11</sup> See Appendix D for PCQS Users and User Groups.



local, and foreign government agencies and authorized organizations in accordance with routine uses described in the associated published SORNs. External agencies may also provide notice through Privacy Act Statements on forms, SORNs, or PIAs.

## Section 5.0 Data Retention by the project

The following questions are intended to outline how long the project retains the information after the initial collection.

### 5.1 Explain how long and for what reason the information is retained.

PCQS does not retain data from the connected systems.

### 5.2 Privacy Impact Analysis: Related to Retention

None.

## Section 6.0 Information Sharing

The following questions are intended to describe the scope of the project information sharing external to the Department. External sharing encompasses sharing with other federal, state and local government, and private sector entities.

### 6.1 Is information shared outside of DHS as part of the normal agency operations? If so, identify the organization(s) and how the information is accessed and how it is to be used.

Yes. DOS is the only external agency that has user access to PCQS. DOS Visa Benefit Adjudicators, Visa Fraud Officers, and DOS Bureau of Consular Affairs Consular Officers use PCQS to temporarily display data when adjudicating and processing visa applications submitted by immigrant and non-immigrant visa petitioners. Adjudicators and officers require information from PCQS to help determine the veracity of the petition information provided. DOS may access information from the following USCIS systems:

- Alien Change of Address Card (AR-11) System
- Benefits Biometrics Support System (BBSS)
- Central Index System (CIS)
- Computer Linked Adjudication Information Management System 3 (CLAIMS 3)
- National File Tracking System (NFTS)
- USCIS Electronic Immigration System (USCIS ELIS)
- USCIS Marriage Fraud Amendment System (MFAS)
- Refugees, Asylum, and Parole System (RAPS)



- CLAIMS 4
- Customer Profile Management System (CPMS)
- Reengineered Naturalization Application Casework System (RNACS) via Enterprise Citizenship and Immigrations Services Centralized Operational Repository (eCISCOR)<sup>12</sup>

## 6.2 Describe how the external sharing noted in 6.1 is compatible with the SORN noted in 1.2.

USCIS shares information with DOS as permitted under the following routine uses:

- Routine use L of DHS/USCIS/ICE/CBP-001 - Alien File, Index, and National File Tracking permits the sharing to the Department of State in the processing of petitions or applications for benefits under the Immigration and Nationality Act, and all other immigration and nationality laws including treaties and reciprocal agreements; or when the Department of State requires information to consider and/or provide an informed response to a request for information from a foreign, international, or intergovernmental agency, authority, or organization about an alien or an enforcement operation with transnational implications;<sup>13</sup>
- Routine use C of the DHS/USCIS-003 - Biometric Storage System permits the sharing to the Department of State in the processing of petitions or applications for benefits under the Immigration and Nationality Act, and all other immigration and nationality laws including treaties and reciprocal agreements;<sup>14</sup>
- Routine use I of the DHS/USCIS-007 - Benefits Information System permits the sharing to the Department of State for the purpose of assisting in the processing of petitions or applications for benefits under the Immigration and Nationality Act, and all other immigration and nationality laws including treaties and reciprocal agreements.<sup>15</sup>
- Routine use J of DHS/USCIS-010 - Asylum Information and Pre-Screening permits the sharing to a federal, state, tribal, or local government agency or foreign government seeking to verify or ascertain the citizenship or immigration

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<sup>12</sup> USCIS transferred historical data from RNACS to eCISCOR for archival purposes and continued access via the USCIS Enterprise Service Bus (ESB). Historical data are adjudicated and closed cases (i.e., approved or denied applications). See DHS/USCIS/PIA-023 Enterprise Citizenship and Immigrations Services Centralized Operational Repository (eCISCOR), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>13</sup> DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).

<sup>14</sup> DHS/USCIS-003 Biometric Storage System, 72 FR 17172 (April 6, 2007).

<sup>15</sup> DHS/USCIS-007 Benefits Information System, 73 FR 56596 (Sept. 29, 2008).



status of any individual within the jurisdiction of the agency for any purpose authorized by law.<sup>16</sup>

Before sharing information, USCIS verifies that the sharing is for a purpose compatible with the original purpose for which USCIS collected the information.

### **6.3 Does the project place limitations on re-dissemination?**

Yes. A Memorandum of Understanding (MOU) exists between DHS and DOS that places limitations on re-dissemination. DOS may share information under the MOU when the recipient has an official need, in accordance with the MOU and applicable privacy and confidentiality statutes. Additionally, the MOU clarifies the authority for DOS and DHS to share immigration and naturalization records and the basic mechanisms established to protect this data.

### **6.4 Describe how the project maintains a record of any disclosures outside of the Department.**

PCQS maintains audit trail logs to identify transactions performed by external users and transactions that involve external interconnected systems. The authenticated username is passed to each agency to record the disclosure information for auditing purposes. DOS users access the connected IT system through the PCQS interface.

### **6.5 Privacy Impact Analysis: Related to Information Sharing**

**Privacy Risk:** There is a risk that information temporarily displayed by PCQS may be shared outside of DHS for purposes that are not compatible with the stated purpose and use of the original collection.

**Mitigation:** DOS is the only external agency that has user access to PCQS. DOS signed a Memorandum of Understanding (MOU) in which it agreed to the appropriate uses and restrictions of PCQS. All DOS users must also sign the PCQS Rules of Behavior.

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<sup>16</sup> DHS/USCIS-010 Asylum Information and Pre-Screening, 75 FR 409 (Jan. 5, 2010).



## Section 7.0 Redress

The following questions seek information about processes in place for individuals to seek redress which may include access to records about themselves, ensuring the accuracy of the information collected about them, and/or filing complaints.

### **7.1 What are the procedures that allow individuals to access their information?**

PCQS does not maintain any mechanisms to allow individuals to access their information. However, individuals may seek access to information provided to USCIS through the means published in the applicable SORNs (see Appendices A, B, and C for more details).

### **7.2 What procedures are in place to allow the subject individual to correct inaccurate or erroneous information?**

PCQS does not maintain any mechanisms that allow individuals to amend erroneous information. However, the connected systems maintain procedures for individuals to correct their information through redress procedures as described in the applicable SORN (see Appendices A, B, and C for more details).

### **7.3 How does the project notify individuals about the procedures for correcting their information?**

Notice is provided through the applicable SORN and PIA (see Appendices A, B, and C for more details).

### **7.4 Privacy Impact Analysis: Related to Redress**

**Privacy Risk:** USCIS does not afford an individual any opportunity to access, correct, or amend directly in PCQS.

**Mitigation:** PCQS does not collect or store data. It is the responsibility of the connected system owner to provide procedures for access and redress in accordance with the Freedom of Information Act and Privacy Act. Individuals may seek more information on access, redress, or correction by reviewing the PIA for the individual system. Also, the Appendices for each system outline the redress procedures for the connected system.





## Section 8.0 Auditing and Accountability

The following questions are intended to describe technical and policy based safeguards and security measures.

### **8.1 How does the project ensure that the information is used in accordance with stated practices in this PIA?**

DHS security specifications require auditing capabilities that log the activity of each user in order to reduce the possibility of misuse and inappropriate dissemination of information. All user actions are tracked via audit logs to identify audit information by user identification, network terminal identification, date, time, and data accessed. All USCIS systems employ auditing measures and technical safeguards to prevent the misuse of data. Engineers assigned to maintain the USCIS systems have job duties that require them to design, develop, and optimize the system within the security accreditation environment. Furthermore, each employee is required to undergo annual security awareness training that addresses his or her duties and responsibilities to protect the data. In addition, USCIS systems have internal audits separate from the domain security audits; therefore, a double layer of audit trails exist. All users are required to sign and agree to the PCQS Rules of Behavior.

### **8.2 Describe what privacy training is provided to users either generally or specifically relevant to the project.**

All USCIS employees and contractors are required to complete the annual privacy and security awareness training to ensure their understanding of properly handling and securing PII. The Privacy Awareness training addresses appropriate privacy concerns, including Privacy Act obligations (e.g., SORNs, Privacy Act Statements). The Computer Security Awareness training examines appropriate technical, physical, personnel, and administrative controls to safeguard information.

### **8.3 What procedures are in place to determine which users may access the information and how does the project determine who has access?**

USCIS uses access controls to limit access to only those individuals who have a need-to-know in order to perform their duties. This need-to-know is determined by the respective responsibilities of the employee. The employee's supervisor determines need-to-know based on the employee's job responsibilities and appropriate security clearance. Access to systems is given by Password Issuance and Control System (PICS) according to User Groups and the permissions associated with the Groups based on sharing agreements.<sup>17</sup> PCQS is only available

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<sup>17</sup> The issuance of user IDs and passwords controls is accomplished by using PICS. PICS is a mainframe-based



to authorized users who have been granted the appropriate privileges to access data from the systems being connected.

## **8.4 How does the project review and approve information sharing agreements, MOUs, new uses of the information, new access to the system by organizations within DHS and outside?**

USCIS has formal review and approval processes in place for new sharing agreements. Any new use of information and/or new access requests for the system must go through the USCIS change control process and must be approved by the proper authorities of this process.

### **Responsible Officials**

Donald K. Hawkins  
Department of Homeland Security  
United States Citizenship and Immigration Services

### **Approval Signature**

Original signed copy on file with the DHS Privacy Office.

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Karen L. Neuman  
Chief Privacy Officer  
Department of Homeland Security



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## APPENDIX A: USCIS Systems

### 1. Aliens Change of Address Card (AR-11) System

#### System Overview:

AR-11 collects and maintains immigrant and non-immigrant change of address records. USCIS established the AR-11 System to maintain both immigrant and non-immigrant change of address records. Most non-U.S. citizens must report a change of address within 10 days of moving within the United States or its territories.<sup>18</sup> The objective of the AR-11 System is to support USCIS's priority for information management, control, and accountability of records maintained by DHS; facilitate transfer of hard copy files among DHS field locations; and provide statistical reporting to other agencies.

#### Information Sharing Agreement:

Interface Control Agreement for USCIS ESB PCQS AR-11 Agent.

#### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name, date of birth, and Alien Number (A-Number).

#### Person Search Response Specifications:

PCQS retrieves and returns to the user: full name, date of birth, A-Number, country of citizenship, date of processing, reported status, DHS Fingerprint Identification Number (FIN), class of admission number, current mailing address, current address duration – years and months, previous mailing address, current employer, employer mailing street address, port of entry, date of entry, visa expiration date, signature, and signature date.

#### Notice:

USCIS provides notice to individuals through DHS/USCIS/PIA-018 Alien Change of Address Card (AR-11)<sup>19</sup> and the Benefits Information System SORN.<sup>20</sup>

#### Correction and Redress:

An individual may file a Freedom of Information Act (FOIA) or Privacy Act (PA)

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<sup>18</sup> The Immigration and Nationality Act (INA) is a law that governs immigration in the United States. For the part of the law concerning reporting of your address and for the penalties if you do not comply, please see INA § 265 and 266. The specific requirements for reporting your change of address are federal regulations found in 8 CFR Part 265 and 8 CFR § 264.1(f) (6) concerning designated special registrants.

<sup>19</sup> DHS/USCIS/PIA-018 Alien Change of Address Card (AR-11), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>20</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](#).



request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information on Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## 2. Benefits Biometrics Support System (BBSS)

### System Overview:

BBSS allows USCIS to electronically search the Federal Bureau of Investigation's (FBI) criminal background data repository.

BBSS system provides:

- Capturing and formatting biographic and demographic data and single photographic images;
- Capturing fingerprint images in rolled and flat prints;
- Receiving and sending records and reports to other entities; and
- Electronic searching.

BBSS matches USCIS benefits applicants against the FBI's criminal history file. A benefit applicant provides biographical data to one of the USCIS Application Support Centers (ASC) where he or she is electronically fingerprinted via a Ten-Printer (Livescan) or manually ten-printed, photographed, and autographed. The ASC electronically sends the applicants' biometric data (single fingerprint, photographic image, and signature) directly to the BBSS Central Site (CS) data center or the ten-print data to one of the four Service Centers (SC) for further processing and forwarding to the FBI.

### Information Sharing Agreement:

Interface Control Agreement for USCIS ESB-PCQS 2.6 BBSS Agent.

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name and date of birth, A-Number, Social Security number (SSN), FBI Universal Control Number (UCN), and Transaction Control Number (TCN).

### Person Search Response Specifications:

The information collected in BBSS includes biometric and associated biographic data provided at the time of biometric capture at an ASC. PCQS returns the following information from BBSS to the user: full name, alias, place of birth, citizenship, date of birth, mailing address, A-Number, SSN, gender, race, eye color, hair color, height, weight, ASC encounter information, FBI Next Generation Identification (NGI) (formerly Integrated Automated Fingerprint Identification System (IAFIS))<sup>21</sup> Request information, and FBI NGI Response information.<sup>22</sup>

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<sup>21</sup> The Federal Bureau of Investigation (FBI) replaced its Integrated Automated Fingerprint Identification System (IAFIS) with the Next Generation Identification (NGI).



## Notice:

USCIS provides notice to individuals through Immigration Benefits Background Check Systems (IBBCS) PIA,<sup>23</sup> Background Check Service SORN,<sup>24</sup> and Biometric Storage System SORN.<sup>25</sup>

## Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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<sup>22</sup> See DOJ/FBI-002 Central Records System (CRS), published on June 04, 2001 (66 FR 29994), available at <http://www.fbi.gov/foia/privacy-act/systems-records>.

<sup>23</sup> DHS/USCIS/PIA-033 Immigration Benefits Background Check Systems (IBBCS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy). The IBBCS PIA describes this process in detail. Biographic data elements on race, sex, and national origin are required by the FBI to perform background checks and background checks are required for certain benefit request form eligibility. Those data elements have been collected at the ASC for many years on Form FD-258 and they are now collected electronically. To streamline submission of benefit requests that require biometric services USCIS will collect that data up front on the request to reduce the time people must spend at the ASC.

<sup>24</sup> [DHS/USCIS-002 Background Check Service, 72 FR 31082 \(June 5, 2007\)](#).

<sup>25</sup> [DHS/USCIS-003 Biometric Storage System, 72 FR 17172 \(April 6, 2007\)](#).





### 3. Central Index System (CIS)

#### System Overview:

USCIS maintains CIS, a database system originally developed by the legacy Immigration and Naturalization Service. CIS contains information on the status of 57 million applicants/petitioners seeking immigration benefits to include: lawful permanent residents, naturalized citizens, U.S. border crossers, aliens who illegally entered the U.S., aliens who have been issued employment authorization documents, individuals who petitioned for benefits on behalf of family members, and other individuals subject to the provisions of the Immigration and Nationality Act (INA).

#### Information Sharing Agreement:

Information Sharing Agreement for ESB-PCQS CIS Agent.

#### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: first and last name, date of birth, A-Number, I-94 number, Naturalization Certificate Number, SSN, and FBI Number.

#### Person Search Response Specifications:

PCQS returns the following CIS information to the user: full name, date of birth, A-Number, country of birth, gender, date of entry, country of citizenship, port of entry, FBI number, citizenship number, driver's license number, FBI UCN, I-94 number, passport number, SSN, travel document number, date of deportation, and departure country.

#### Notice:

USCIS provides individuals notice through the Central Index System (CIS) PIA<sup>26</sup> and the Alien File, Index, and National File Tracking System of Records SORN.<sup>27</sup>

#### Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

<sup>26</sup> DHS/USCIS/PIA-009 Central Index System (CIS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>27</sup> DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).



## 4. Computer Linked Application Information Management System 3 (CLAIMS 3)

### System Overview:

USCIS uses CLAIMS 3 as a case management application to track the adjudication of applications and petitions for immigration benefits and services except those related to asylum and naturalization. CLAIMS 3 maintains information from numerous types of USCIS applications and is the primary source of applicant and petitioner information. CLAIMS 3 displays background check information and adjudication decisions (i.e., whether USCIS granted or denied an application or petition). It also collects information that includes data identifying an applicant or beneficiary, information supporting the applicant or beneficiary's claimed eligibility and status, and supplementary supporting or corroborative information.

### Information Sharing Agreement:

Information Sharing Agreement for USCIS ESB-PCQS CLAIMS 3 Agent.

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name and date of birth, A-Number, receipt number, and SSN.

### Person Search Response Specifications:

PCQS returns the following CLAIMS 3 information to the user: full name, alias, date of birth, country of birth, A-Number, SSN, gender, marital status, mailing address, I-94, class of admission number, date of entry, port of entry, current status, attorney information, Student and Exchange Visitor Information System (SEVIS) ID, father last name, mother last name, card production information, and benefit adjudication information.

### Notice:

USCIS provides individuals notice through the Benefits Processing of Applicants other than Petitions for Naturalization, Refugee Status, and Asylum (CLAIMS 3) PIA<sup>28</sup> and the Benefits Information System SORN.<sup>29</sup>

### Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The

<sup>28</sup> DHS/USCIS/PIA-016 - Benefits Processing of Applicants other than Petitions for Naturalization, Refugee Status, and Asylum (CLAIMS 3), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>29</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](#).



information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## 5. Computer Linked Application Information Management System 4 (CLAIMS 4)

### System Overview:

USCIS uses CLAIMS 4 to process and track naturalization applications through the adjudication process from the receipt of the application to benefit determination. CLAIMS 4 is an electronic case management system and its functions include receipting, data entry, recording benefit determinations (e.g., approvals and denials), and other operations necessary to process naturalization applications.

### Information Sharing Agreement:

Information Sharing Agreement for USCIS ESB-PCQS CLAIMS 4 Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: first and last name, date of birth, A-Number, naturalization number, and SSN.

### Person Search Response Specifications:

PCQS returns the following CLAIMS 4 information to the user: first name, middle name, date of birth, A-Number, SSN, gender, country of birth, mailing and residential address, country of citizenship, marital status, education level, race, last arrival date, last arrival port of entry, original admission status code, current status code, application ID, naturalization date, naturalization certificate number, citizenship naturalization city, form number, form submitted date, application status code, application status description, date departure from U.S., departure reason, name type (i.e., primary name, name on alien registration card, proposed legal name, or name on certificate).

### Notice:

USCIS provides individuals notice through the USCIS Computer Linked Application Information Management System (CLAIMS) 4 PIA<sup>30</sup> and the Benefits Information System SORN.<sup>31</sup>

### Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The

<sup>30</sup> DHS/USCIS/PIA-015 USCIS Computer Linked Application Information Management System (CLAIMS 4), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>31</sup> [DHS/USCIS-007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](http://www.federalregister.gov).



information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## 6. Customer Profile Management System (CPMS)

### System Overview:

CPMS is USCIS's new repository for biometric data. CPMS replaced Image Storage and Retrieval System (ISRS) and will eventually replace BBSS when it is fully functional. CPMS provides access to data collected at the ASC, which may be comprised of photograph, fingerprint images, signature, and biographical information. CPMS will store the photograph, signature, and press-print images for pending, approved, and denied applications as well as card and travel document production information once they are produced by the Integrated Card Production System (ICPS)/National Production System (NPS),<sup>32</sup> or the Travel Document Production System (TDPS).<sup>33</sup>

### Information Sharing Agreement:

Interface Control Agreement between CPMS and ESB PCQS.

### Person Search Request Specifications:

The following combination of input criteria is used to initiate a query: full name, A-Number, SSN, receipt number, USCIS Electronic Immigration System (USCIS ELIS) Account Number, and TCN.

### Person Search Response Specifications:

CPMS returns the following information to PCQS: last name, first name, form number, receipt number, card serial number, card production date, card expiration date, date of birth, A-Number, country of birth, SSN, mailing address, weight, height, gender, country of citizenship, date the images were captured, , document type, application status, class of admission, date of admission, photograph, signature image, signature status, fingerprint images, fingerprint status, TCN, enumerator,<sup>34</sup> and biometric capture date.

### Notice:

USCIS provides notice through the CPMS PIA,<sup>35</sup> Background Check Service SORN,<sup>36</sup>

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<sup>32</sup> ICPS/NPS routes card print requests to the card production site and return results of the card production to the card originating system. *See* DHS/USCIS/PIA-016 - CLAIMS 3 for more information on ICPS, *available at* [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>33</sup> TDPS is a CLAIMS 3 subsystem, which provides for the management and printing of travel-related documents.

<sup>34</sup> A unique identifier for a background check created through the biometric capture of an individual's fingerprints. Enumerators will be linked with the immigration account identifier after the individual has been fingerprinted and USCIS has received the background check results.

<sup>35</sup> DHS/USCIS/PIA-060 Customer Profile Management Service (CPMS) (December 17, 2015), *available at* [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>36</sup> [DHS/USCIS-002 Background Check Service, 72 FR 31082 \(June 5, 2007\)](http://www.federalregister.gov/documents/2007/06/05/72-fr-31082).



and Biometric Storage System SORN.<sup>37</sup>

### **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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<sup>37</sup> [DHS/USCIS-003 Biometric Storage System, 72 FR 17172 \(April 6, 2007\)](#).



## 7. Enterprise Citizenship and Information Services Centralized Operational Repository – Central Index System (eCISCOR-CIS)

### System Overview:

USCIS maintains eCISCOR, which serves as a repository for immigration and naturalization information. eCISCOR was developed and implemented in an effort to streamline access to information by consolidating immigration and naturalization information from several USCIS systems into a centralized repository. eCISCOR replicates and loads read-only records from the USCIS Central Index System (CIS). eCISCOR also retrieves and provides an exact replica of the Refugees, Asylum, and Parole System (RAPS) database. eCISCOR accesses RAPS data without impacting the mainframe RAPS interoperability.

### Information Sharing Agreement:

Information Sharing Agreement for ESB-PCQS ECISCOR CIS Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: first and last name, date of birth, A-Number, I-94 number, Naturalization Number, SSN, FBI Number.

### Person Search Response Specifications:

PCQS returns the following eCISCOR-CIS information to the user: full name, date of birth, A-Number, country of birth, gender, date of entry, country of citizenship, port of entry, FBI number, citizenship number, driver's license number, FBI UCN, I-94 number, passport number, SSN, travel document number, date of deportation, and departure country.

### Notice:

USCIS provides notice through the eCISCOR PIA,<sup>38</sup> the Alien File, Index, and National File Tracking System SORN,<sup>39</sup> and the Benefits Information System SORN.<sup>40</sup>

### Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such

<sup>38</sup> DHS/USCIS/PIA-023 Enterprise Citizenship and Immigrations Services Centralized Operational Repository (eCISCOR), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>39</sup> DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).

<sup>40</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](http://www.federalregister.gov/?title=DHS%2FUSCIS-007+Benefits+Information+System).





information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## **8. Enterprise Citizenship and Information Services Centralized Operational Repository - Computer-Linked Application Management Information System CLAIMS 3 Local Area Network (eCISCOR - C3 LAN)**

### **System Overview:**

The eCISCOR - C3 LAN Operational Data Store (ODS) is a consolidated repository and reporting data mart for data pulled from eCISCOR representing CLAIMS 3 LAN data. eCISCOR consolidates the CLAIMS 3 LAN data into a single repository, which is centrally managed. This consolidation permits USCIS to generate internal productivity and management reports and provide Congress with current statistics. eCISCOR is targeted to provide an interim data source for USCIS systems requiring access to consolidated CLAIMS 3 LAN data. eCISCOR accesses CLAIMS 3 LAN data without impacting the systems interoperability.

### **Information Sharing Agreement:**

Interface Control Agreement for USCIS ESB-PCQS eCISCOR Agent.

### **Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: first name, last name, date of birth, A-Number, receipt number, and SSN.

### **Person Search Response Specifications:**

PCQS returns the following CLAIMS 3 LAN information from eCISCOR to the user: full name, date of birth, A-Number, SSN, gender, mailing address, last arrival date, form number, receipt number, mother's first name, father's first name, card type, country of birth, country of citizenship, current classification, classification expiration date, and number of beneficiaries.

### **Notice:**

USCIS provides notice through the eCISCOR PIA,<sup>41</sup> the Alien File, Index, and National File Tracking System SORN,<sup>42</sup> and the Benefits Information System SORN.<sup>43</sup>

### **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National

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<sup>41</sup> DHS/USCIS/PIA-023 Enterprise Citizenship and Immigrations Services Centralized Operational Repository (eCISCOR), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>42</sup> DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).

<sup>43</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](#).



Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## 9. Enterprise Citizenship and Information Services Centralized Operational Repository-Reengineered Naturalization Applications Casework Systems (eCISCOR - RNACS)

### System Overview:

RNACS was decommissioned in December 2011. RNACS was a case tracking system used to track applicants through the naturalization and citizenship process from initial data entry until issuance of citizenship or naturalization documents. RNACS maintained a status history of all actions performed on the case; scheduled cases for examinations and oath ceremonies; and produced mailers for applicants and their representatives.

With the disposition of RNACS, USCIS migrated active cases from RNACS to CLAIMS 4 for continued processing. USCIS transferred historical data from RNACS to eCISCOR for archival purposes and continued access via the PCQS. Historical data are adjudicated and closed cases (i.e., approved or denied applications).

### Information Sharing Agreement:

Interface Control Agreement for USCIS ESB-PCQS eCISCOR Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name and date of birth, A-Number, and certificate number.

### Person Search Response Specifications:

PCQS returns the following RNACS historical information from eCISCOR to the user: full name, date of birth, A-Number, gender, country of birth, country of citizenship, residence city, residence state, residence zip code, marital status, education information, last arrival date, last port of entry, country of birth, current status, naturalization date, certificate number, oath location, date of example, and date case closed.

### Notice:

USCIS provides notice through the eCISCOR PIA,<sup>44</sup> the Alien File, Index, and National File Tracking System SORN,<sup>45</sup> and the Benefits Information System SORN.<sup>46</sup>

### Correction and Redress:

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<sup>44</sup> DHS/USCIS/PIA-023 Enterprise Citizenship and Immigrations Services Centralized Operational Repository (eCISCOR), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>45</sup> DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).

<sup>46</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](http://www.federalregister.gov/?title=DHS-USCIS-007-Benefits-Information-System).



An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## 10. Enterprise Citizenship and Information Services Centralized Operational Repository – Refugees, Asylum, and Parole System (eCISCOR-RAPS)

### System Overview:

eCISCOR-RAPS is a consolidated repository and reporting data mart for data pulled from the mainframe RAPS. eCISCOR consolidates RAPS data into a single repository, which is centrally managed. This consolidation permits USCIS to generate internal productivity and management reports and provide Congress with current statistics. eCISCOR-RAPS is targeted to provide an interim data source for USCIS systems requiring access to eCISCOR-RAPS data. eCISCOR accesses RAPS data without impacting the mainframe RAPS interoperability.

eCISCOR-RAPS is designed to support USCIS in its management of asylum casework. eCISCOR-RAPS identifies whether someone has been granted asylum status, special rule cancellation of removal or suspension of deportation, and provides the means for automated tracking of Asylum cases as they progress from application filing through final decision of grant, denial, dismissal, administrative closure, or referral to the U.S. Immigration Courts. A variety of clerical-intensive functions such as interview scheduling, production of routine letters and notices, request/acknowledgement of A-Files, and the compilation of reports and listings are automated through eCISCOR RAPS.

### Information Sharing Agreement:

Interface Control Agreement between eCISCOR-RAPS and ESB PCQS eCISCOR-RAPS Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: first name, last name, date of birth, and A-Number.

### Person Search Response Specifications:

PCQS returns the following RAPS information from eCISCOR to the user: full name, date of birth, country of birth, immigration status, A-Number, receipt number, country of citizenship, gender, arrival date, port of entry, arrival reason, class of admission number, employment authorization start and end date, passport information, filing date, decision, deportation reason, current status, and notice dates.

### Notice:

USCIS provides notice through the eCISCOR PIA,<sup>47</sup> the Alien File, Index, and National

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<sup>47</sup> DHS/USCIS/PIA-023 Enterprise Citizenship and Immigrations Services Centralized Operational Repository



File Tracking System SORN,<sup>48</sup> and the Benefits Information System SORN.<sup>49</sup>

### **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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(eCISCOR), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>48</sup> DHS/USCIS/CBP/ICE-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).

<sup>49</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\)](#).



## 11. FD 258 Fingerprint Tracking System

### System Overview:

The FD 258 Fingerprint Tracking System contains information that identifies individuals who have filed applications or petitions for benefits under the INA, are required to submit fingerprints in order for a criminal background check to be conducted by the FBI, and who have submitted fingerprints to or have had their fingerprints taken by USCIS. This information includes name, date of birth, and alien registration number.

Records in the system also include such information as date fingerprints were sent to the FBI for processing, the date USCIS received a response from the FBI, electronic rap sheet, and a unique control number. The response from the FBI included in the system of records includes whether the individual has an arrest record, the charges on which the individual was arrested, whether the individual was convicted, and what the sentence or fine was. The unique seven-digit control number is generated by the system and is used in the adjudication process to document that an applicant has a valid FBI response.

This system enables USCIS to determine the status of pending fingerprint submissions to the FBI and the results of the FBI check; and to account for and control the receipt and processing of fingerprints submitted to the FBI for a criminal background check.

### Information Sharing Agreement:

Interface Control Agreement for USCIS ESB PCQS FD258 Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name, date of birth, A-Number, and SSN.

### Person Search Response Specifications:

FD 258 returns the following information to PCQS: full name, mailing address, date of birth, place of birth, gender, A-Number, receipt number, SSN, race, eye color, hair color, height, weight, fingerprint date, FBI process date, and FBI response.

### Notice:

USCIS provides notice to individuals through the Immigration Benefits Background Check Systems (IBBCS) PIA,<sup>50</sup> Background Check Service SORN,<sup>51</sup> and the Biometric Storage

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<sup>50</sup> DHS/USCIS/PIA-033 Immigration Benefits Background Check Systems (IBBCS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>51</sup> [DHS/USCIS-002 Background Check Service, 72 FR 31082 \(June 5, 2007\)](#).





System SORN.<sup>52</sup>

### **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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<sup>52</sup> [DHS/USCIS-003 Biometric Storage System, 72 FR 17172 \(April 6, 2007\)](#).



## 12. Marriage Fraud Amendment System (MFAS)

### System Overview:

MFAS supports and maintains casework resulting from the Immigration Marriage Fraud Amendment Act (MFA), which became law on November 10, 1986.<sup>53</sup> MFAS also provides office management with accurate aggregate and statistical information on casework operations. MFAS allows users to process and control applications and petitions to grant Conditional Permanent Resident (CPR) status and Permanent Resident (PR) status, and to identify and terminate the CPR status of aliens who acquired this status fraudulently or who have not removed this status during the designated time period that the law requires.

### Information Sharing Agreement:

Information Sharing Agreement between ESB and USCIS MFAS for Information Sharing Data via the ESB for PCQS.

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: full name, date of birth, A-Number, and receipt number.

### Person Search Response Specifications:

MFAS returns the following information to PCQS: full name, date of birth, A-Number, country of birth, country of citizenship, class of admission, date of admission, mailing address, receipt number, form type, marriage date, country of marriage, immigration practitioner full name, immigration practitioner firm name, immigration practitioner address, and case history,

### Notice:

MFAS currently has no published PIA as it is a legacy system that was built prior to the enactment of the E-Government Act and the system itself has not undergone any substantial changes since 2002. The SORN for MFAS is the Benefits Information System SORN.<sup>54</sup>

### Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy

<sup>53</sup> See Immigration Marriage Fraud Amendment Act, Pub. L. No. 99-639, 100 Stat. 3537 (1986).

<sup>54</sup> [DHS/USCIS - 007 Benefits Information System, 73 FR 56596 \(Sept. 29, 2008\).](#)



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Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.



## 13. National File Tracking System (NFTS)

### System Overview:

NFTS is an automated file-tracking system used to maintain an accurate file inventory and track the physical location of immigration files. USCIS uses NFTS to track the location of files in its inventory and the movement of files between USCIS, Customs and Border Protection (CBP), and Immigration and Customs Enforcement (ICE), and locate retired files that have been sent to the National Archives and Records Administration.

### Information Sharing Agreement:

Information Sharing Agreement between NFTS and the USCIS ESB NFTS Agent

### Person Search Request Specifications:

The following input criteria will be used to initiate a query: A-Number and receipt number.

### Person Search Response Specifications:

PCQS returns immigration file tracking and system user data to the user. The immigration file tracking information includes file number, status (e.g., Retired, Records-In-Use), digitized date, audit date, location, responsible party, and last and previous transactions (e.g., charge-out, received, in-transit) with time stamp. System user data includes: officer user ID, last name, first name, and business phone number.

### Notice:

USCIS provides individuals notice through the National File Tracking System (NFTS)<sup>55</sup> PIA and the Alien File, Index, and National File Tracking SORN.<sup>56</sup>

### Correction and Redress:

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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<sup>55</sup> DHS/USCIS/PIA-032 National File Tracking System (NFTS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>56</sup> DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, 78 FR 69864 (Nov. 21, 2013).



## 14. Refugees, Asylum, and Parole System (RAPS)

### System Overview:

RAPS is a comprehensive case management tool that enables USCIS to handle and process applications for asylum pursuant to Section 208 of the INA<sup>57</sup> and applications for suspension of deportation or special rule cancellation of removal pursuant to Section 203 of the Nicaraguan Adjustment and Central American Relief Act (NACARA).<sup>58</sup> DHS offices worldwide can access RAPS as a resource of current and historic immigration status information on more than one million applicants. DHS officials can use RAPS to verify the status of asylum applicants, asylees, and their dependents to assist with the verification of an individual's immigration history in the course of a review of visa petitions and other benefit applications as well.

Federal regulations generally prohibit the disclosure to third parties of information contained in or pertaining to asylum applications, credible fear determinations, and reasonable fear determinations – including information contained in RAPS or Asylum Pre-Screening System (APSS) – except under certain limited circumstances.<sup>59</sup>

### Information Sharing Agreement:

Interface Control Agreement for USCIS ESB PCQS V2.0 RAPS Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name and date of birth, and A-Number.

### Person Search Response Specifications:

PCQS will display the record for Form I-589, *Application for Asylum* and Form I-881, *Application for Suspension of Removal or Special Rule Cancellation of Removal* (NACARA 203) filed with USCIS. The 8 CFR 208.6 covers the confidentiality of asylum applicants who are in the United States. Information contained in, or pertaining to, any asylum application must not be disclosed to any third-party without the written consent of the applicant, except as permitted by regulation or at the discretion of the Secretary of Homeland Security. If records are protected

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<sup>57</sup> 8 U.S.C. § 1158.

<sup>58</sup> Nicaraguan Adjustment and Central American Relief Act, Pub. L. No. 105-100 § 203, 111 Stat. 2160, 2196-200 (1997).

<sup>59</sup> See 8 CFR § 208.6. These regulations safeguard information that, if disclosed publicly, could subject the claimant to retaliatory measures by government authorities or non-state actors in the event that the claimant is repatriated, or endanger the security of the claimant's family members who may still be residing in the country of origin. Moreover, public disclosure might give rise to a plausible protection claim where one would not otherwise exist by bringing an otherwise ineligible claimant to the attention of the government authority or non-state actor against which the claimant has made allegations of mistreatment.



under confidentiality provisions, detailed information may not be returned on a specific applicant. Instead, the user will be directed to contact the Headquarters Asylum Division for additional information. USCIS will review each request to determine whether such disclosure is permitted in certain, limited circumstances.

### **Notice:**

USCIS provides notice through the Refugees, Asylum, and Parole System and the Asylum Pre-Screening System PIA<sup>60</sup> and the Asylum Information and Pre-Screening SORN.<sup>61</sup>

### **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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<sup>60</sup> DHS/USCIS/PIA-027 Refugees, Asylum, and Parole System and the Asylum Pre-Screening System, November 24, 2009, available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>61</sup> DHS/USCIS-010 Asylum Information and Pre-Screening, 75 FR 409 (Jan. 5, 2010).



## 15. USCIS Electronic Immigration System (USCIS ELIS)

### System Overview:

USCIS ELIS allows individuals requesting a USCIS benefit to register online and submit certain benefit requests through the online system. USCIS ELIS uses information provided on initial and subsequent benefit requests and subsequent collections to create or update USCIS ELIS accounts; collect any missing information; manage workflow; assist USCIS adjudicators as they make a benefit determination; and provide a repository of data to assist with future benefit requests. In addition, USCIS ELIS processes and tracks all actions related to the case, including scheduling appointments and issuing decision notices or proofs of benefit.

### Information Sharing Agreement:

Interface Control Agreement between ELIS and ESB PCQS ELIS Agent

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: name and date of birth, A-Number, receipt number, and USCIS ELIS Account Number.

### Person Search Response Specifications:

PCQS returns the following USCIS ELIS information to the user: full name; mailing address; date of birth; race; country of citizenship; A-Number; admission ID; SSN; receipt number; USCIS ELIS Account Number; marital status; benefit type; case decision; class of admission; benefit start and end date; derogatory information; and travel document information, including passports, visas, permanent resident cards, and driver's licenses (i.e., document number, country of issuance, city of issuance, consulate of issuance for visas, document type, issuance date, and expiration date).

### Notice:

USCIS provides notice to individuals through the ELIS-2 Account and Case Management PIA,<sup>62</sup> the Electronic Immigration System-1 Temporary Accounts and Draft Benefit Requests SORN,<sup>63</sup> the Electronic Immigration System-2 Account and Case Management SORN,<sup>64</sup> and the Electronic Immigration System-3 Automated Background Functions SORN.<sup>65</sup>

### Correction and Redress:

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<sup>62</sup> DHS/USCIS/PIA-042 ELIS-2 Account and Case Management, available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>63</sup> DHS/USCIS-014 Electronic Immigration System-1 Temporary Accounts and Draft Benefit Requests System of Records, 78 FR 20680 (April 5, 2013).

<sup>64</sup> DHS/USCIS-015 Electronic Immigration System-2 Account and Case Management System of Records, 78 FR 20673 (April 5, 2013).

<sup>65</sup> DHS/USCIS-016 Electronic Immigration System-3 Automated Background Functions System of Records, 76 FR 70735 (Nov. 15, 2011).



An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address: U.S. Citizenship and Immigration Services National Records Center, FOIA/PA Office, P.O. Box 648010, Lee's Summit, MO 64064-8010. The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.





## 16. USCIS National Appointment Scheduling System (NASS)

### System Overview:

The purpose of the National Appointment Scheduling System (NASS)<sup>66</sup> is to provide an enterprise-wide appointment scheduling system that enables USCIS to better address the demands of its existing case load and better implement new requirements. NASS is sponsored by the USCIS Chief Information Officer (CIO) in conjunction with USCIS Transformation Program Office (TPO) to provide a centralized, scalable national appointment scheduling system. NASS also assists in scheduling biometric capture appointments for USCIS collection of biometric and biographic information on behalf of other countries for individuals who are physically located in the United States who are seeking immigration related benefits from those other countries, such as Canada and the United Kingdom (UK). NASS is a scheduling service only, providing scheduling capabilities for other USCIS systems and does not provide any of the services that it schedules.

The Person Centric Query Service (PCQS)-NASS interface was developed to provide pertinent systems with a business need, such as the USCIS System for Tracking Activities, Relationships, and Service (STARS), *read-only* access to NASS scheduling data. This effort is in support of the Information Modernization (InfoMod) initiative. PCQS started leveraging an existing NASS Representational State Transfer (REST)<sup>67</sup> endpoint to pull appointment information from NASS. This is a *one-way/read-only interface*. PCQS will use this endpoint to provide appointment data to all its interface partners, including STARS. STARS interfaces with PCQS and upon a STARS' user demand, will make requests for appointment information through PCQS from NASS.

### Information Sharing Agreement:

All data elements that are retrieved by PCQS were negotiated with and approved by USCIS and documented in an Interface Control Agreement (ICA). USCIS configured PCQS to only retrieve and temporarily display a specific set of information from the connected system as governed by the respective ICA.<sup>68</sup> PCQS does not retain any information from the connected IT system.

### Person Search Request Specifications:

The following input criteria may be used to initiate a query:

- Full name;

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<sup>66</sup> See DHS/USCIS/PIA-057 National Appointment Scheduling System, available at <https://www.dhs.gov/privacy-impact-assessments>.

<sup>67</sup> A REST API (also known as RESTful API) is an application programming interface (API) that conforms to the constraints of REST architectural style and allows for interaction with RESTful web services.

<sup>68</sup> NASS is integrated with PCQS via a two-way encrypted application program interface (API) connection.



- Date of birth;
- A-Number; and
- Social Security number (SSN), and/or receipt number.

## **Person Search Response Specifications:**

No new information is being collected as a result of the implementation of this interface. This new interface allows NASS to make appointment information available to PCQS and PCQS users (i.e., internal USCIS employees and contractors). NASS is making the following information available through the PCQS connection:

- Appointment date;
- Appointment time;
- Application Support Center (ASC) address;
- ASC code;
- ASC description;
- Status of the appointment that the applicant requested or was scheduled for in support of processing the applicant's benefit;
- Date of birth;
- First name and last name;
- SSN;
- Address;
- A-Number;
- Form 1 (The USCIS official form number associated with the benefit for which the applicant is filing);
- Form2 (If applicable, a second USCIS official form number associated with the benefit for which the applicant is filing);
- Receipt Number 1 (The official USCIS receipt Number associated with an application for benefits); and
- Receipt Number 2 (If applicable, a second USCIS receipt number associated with an application for benefits).

## **Notice:**

USCIS provides individuals notice through this PCQS Privacy Impact Assessment



appendix update, and the *National Appointment Scheduling System (NASS) PIA*, which covers the collection, use, and maintenance of information for biometric appointment scheduling functions, and the *Customer Scheduling and Services PIA*,<sup>69</sup> which covers the collection, use, and maintenance of information for field office and international office appointments. Additionally, the USCIS International Biometric Processing Services PIA<sup>70</sup> covers the USCIS ASC's collection of applicant biometric and biographic information on behalf of the UK Visas and Immigration office.

The *Benefits Information System (BIS) System of Records Notice (SORN)*<sup>71</sup> covers the collection, use, and maintenance of information for adjudication and appointment scheduling, and the *Immigration Biometric and Background Check (IBBC) SORN*<sup>72</sup> covers the collection, use, and maintenance of information for biometric appointment scheduling functions.

### **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her USCIS record by sending the request to the following address:

U.S. Citizenship and Immigration Services National Records Center  
FOIA/PA Office, P.O. Box 648010  
Lee's Summit, MO 64064-8010

The information requested may, however, be exempt from disclosure under the Privacy Act because sometimes files contain law enforcement sensitive information, and the release of such information could compromise ongoing criminal investigations. Further information for Privacy Act and FOIA requests for USCIS records can also be found at <http://www.uscis.gov>.

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<sup>69</sup> See DHS/USCIS/PIA-046 Customer Scheduling and Services (2014 and subsequent updates), available at <https://www.dhs.gov/privacy-impact-assessments>.

<sup>70</sup> See DHS/USCIS/PIA-048(a) USCIS International Biometric Processing Services (2013 and subsequent updates), available at <https://www.dhs.gov/privacy-impact-assessments>.

<sup>71</sup> See DHS/USCIS-007 Benefits Information System, 84 FR 54622 (October 10, 2019), available at <https://www.dhs.gov/system-records-notices-sorns>.

<sup>72</sup> See DHS/USCIS-018 Immigration Biometric and Background Check (IBBC) System of Records, 83 FR 36950 (July 31, 2018), available at <https://www.dhs.gov/system-records-notices-sorns>.



## APPENDIX B: DHS Systems

### 1. Arrival and Departure Information System (ADIS)

**Organization:** DHS U.S. Customs and Border Protection (CBP)

**System Overview:**

ADIS stores and uses biographic, biometric, and encounter data on aliens who have applied for entry, entered, or departed the United States. ADIS consolidates information from various systems to provide a repository of data held by DHS for pre-entry, entry, status management, and exit tracking of immigrants and non-immigrants. Its primary use is to facilitate the investigation of subjects of interest who may have violated their immigration status by remaining in the United States beyond their authorized stay. Other uses include assisting in determining visa or immigration benefits eligibility and providing information in support of law enforcement, intelligence, and national security investigations.<sup>73</sup>

**Information Sharing Agreement:**

Interface Control Agreement between USCIS and CBP ADIS

**Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: name, date of birth, A-Number, I-94 number, passport number, receipt number, Student and Exchange Visitor Information System (SEVIS) ID, and DHS FIN.

**Person Search Response Specifications:**

ADIS returns biographic, biometric indicator, and encounter data to the PCQS user. Biographical data may include, but is not limited to, name, date of birth, gender, I-94 number, SSN, SEVIS ID, A-Number, SEVIS Status, country of residence, nationality, and other personal descriptive data. Biometric indicator data may include, but is not limited to, DHS FIN. Encounter data provides the context of the interaction between the immigrant or non-immigrant and the border management authority. This data may include, but is not limited to, encounter location, arrival information, departure information, passenger status, document types, document numbers, document issuance information, and address while in the United States.

**Notice:**

CBP provides individuals with notice through the Arrival and Departure System (ADIS) PIA<sup>74</sup> and its associated Arrival and Departure Information System (ADIS) SORN.<sup>75</sup>

<sup>73</sup> In 2014, DHS moved ADIS from US-VISIT to CBP.

<sup>74</sup> DHS/CBP/PIA- 24 Arrival and Departure System (ADIS), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>75</sup> •DHS/CBP-021 Arrival and Departure Information System (ADIS), November 18, 2015, 80 FR 72081.



## **Correction and Redress:**

Certain information may be exempt from access requirements because access to the data in ADIS could inform the subject about an investigation of an actual or potential criminal, civil, or regulatory violation, or to the existence of such an investigation, and reveal investigative interest on the part of DHS or another agency. Access to the records could permit the individual who is the subject of a record to impede the investigation, tamper with witnesses or evidence, and avoid detection or apprehension. However, in other cases, individuals may request access to his or her data by contacting the CBP Freedom of Information Act (FOIA) Office, FOIA Officer, 90 K Street NE, 9th Floor, Washington, D.C. 20229-1181. Requests for information will be evaluated by DHS on a case-by-case basis to ensure that exemptions are only taken when the request meets the specific standards set forth in 5 U.S.C. § 552a(j)(2) and (k)(2).



## 2. Automated Biometric Identification System (IDENT)

**Organization:** DHS National Protection and Programs Directorate (NPPD), Office of Biometric Identity Management (OBIM)

### **System Overview:**

IDENT is the central DHS-wide system for storage and processing of biometric and associated biographic information for national security; law enforcement; immigration and border management; intelligence; background investigations for national security positions and certain positions of public trust; and associated testing, training, management reporting, planning and analysis, or other administrative uses. IDENT stores and processes biometric data—digital fingerprints, photographs, iris scans, and facial images—and links biometrics with biographic information to establish and verify identities. IDENT serves as a biographic and biometric repository for the Department.

### **Information Sharing Agreement:**

Interface Control Agreement between ESB PCQS and IDENT

### **Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: A-Number, encounter number, enumerator, passport number, receipt number, DHS FIN, FBI UCN, and visa number.

### **Person Search Response Specifications:**

IDENT returns biographic, biometric indicator, and encounter data to the PCQS user. Biometric data includes: digital facial photographs and fingerprint images. Biographic data includes: full name (i.e., first, middle, last, nicknames, and aliases); date of birth; gender; signature; personal identifiers, including A-Number, SSN (when provided), state identification number, civil record number, FBI UCN, national unique identification number, and personal physical details, such as height, weight, eye color, and hair color; identifiers for citizenship and nationality, including person-centric details, such as country of birth, country of citizenship, and nationality; derogatory information, if applicable, including wants and warrants, Known or Suspected Terrorists (KST), sexual offender registration, and immigration violations; IDENT watchlist status information; document information and identifiers (e.g., passport and visa data, document type, document number, and country of issuance); and current and historic whereabouts. Encounter data includes transaction identifier data (sending organization; timestamp; workstation; reason fingerprinted, such as entry, visa application, credentialing application, or apprehension; and any available encounter information, including an IDENT-generated encounter identification number).



## Notice:

OBIM provides notice through the IDENT PIA<sup>76</sup> and the IDENT SORN.<sup>77</sup>

## Correction and Redress:

Individuals can request access to their records by contacting: OBIM FOIA Officer, U.S. Department of Homeland Security, 245 Murray Drive, SW, Washington, D.C. 20598-0675. Requests for information are evaluated to ensure that any release of information is lawful; will not impede an investigation of an actual or potential criminal, civil, or regulatory violation; and will not reveal the existence of an investigation or investigative interest on the part of DHS or another agency. Access may be limited pursuant to exemptions asserted under 5 U.S.C. §§ 552a (j)(2) and (k)(2) for the IDENT system.

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<sup>76</sup> DHS/NPPD/PIA-002 Automated Biometric Identification System (IDENT), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>77</sup> DHS/NPPD-004 DHS Automated Biometric Identification System (IDENT), 72 FR 31080 (June 5, 2007).



### 3. Automated Targeting System - Passenger (ATS-P)

**Organization:** DHS CBP

**System Overview:**

ATS-Passenger (ATS-P) is the module used at all U.S. airports and seaports receiving international flights and voyages to evaluate passengers and crewmembers prior to arrival or departure. It assists the CBP officer's decision-making process by performing risk assessments about whether a passenger or crewmember should receive additional screening prior to entry into or departure from the country because the traveler may pose a greater risk for violation of U.S. law.

Biographical data processed within ATS-P is collected from persons entering and exiting the United States primarily through air and sea ports and is often used for establishing immigration status. USCIS uses this data to augment information an Immigration Officer (IO), Adjudications Officer (AO), or Intelligence Research Specialist (IRS) may already have when following up on a lead of a suspect fraudulent immigration benefit application or petition.

**Information Sharing Agreement:**

Interface Control Agreement between ATS-P and PCQS

**Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: name and date of birth, A-Number, I-94 number, FBI UCN.

**Person Search Response Specifications:**

PCQS returns the following information from ATS-P to the user: last name, first name, date of birth, gender, A-Number, I-94 number, Visa Control Number, Visa Number, passport number, DHS FIN, country of birth, country of citizenship, class of admission, ATS-P internal record index number, entry/exit, date and time of event, and description of event.

**Notice:**

CBP provides notice to the individual through the ATS PIA<sup>78</sup> and the ATS SORN.<sup>79</sup>

**Correction and Redress:**

Individuals seeking notification of and access to any record contained in this system of records, or seeking to contest its content, may submit a Freedom of Information Act (FOIA) or Privacy Act request in writing to: CBP Freedom of Information Act (FOIA) Office, FOIA Officer, 90 K Street NE, 9th Floor, Washington, D.C. 20229-1181. Because of the law

<sup>78</sup> DHS/CBP/PIA-006(b) Automated Targeting System (ATS) Update, available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>79</sup> DHS/CBP-006 Automated Targeting System, 77 FR 30297 (May 22, 2012).





enforcement nature of ATS, DHS has exempted portions of this system from the notification, access, amendment, and certain accounting provisions of the Privacy Act of 1974. Notwithstanding the applicable exemptions, CBP reviews all such requests on a case-by-case basis. If compliance with a request would not interfere with or adversely affect the national security of the United States or activities related to any investigatory material contained within this system, the applicable exemption may be waived at the discretion of CBP in accordance with procedures and points of contact published in the applicable SORN.



## 4. Enforcement Integrated Database (EID)

**Organization:** DHS Immigration and Customs Enforcement (ICE)

### **System Overview:**

EID is a repository owned and operated by U.S. Immigration and Customs Enforcement (ICE) that supports the law enforcement activities of certain DHS Components. EID is the repository for all records created, updated, and accessed by a number of software applications collectively referred to as the ENFORCE applications. EID and the ENFORCE applications capture and maintain information related to the investigation, arrest, booking, detention, and removal of persons encountered during immigration and law enforcement investigations and operations conducted by ICE and U.S. CBP Office of Border Patrol and Office of Field Operations.

### **Information Sharing Agreement:**

Information Sharing Agreement between USCIS for Access to Data from EID Owned by ICE

### **Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: full name, date of birth, A-Number, SSN, and FBI Number.

### **Person Search Response Specifications:**

PCQS returns the following EID information to the user: full name, alias, address, date of birth, A-Number, SSN, country of citizenship, place of birth, gender, marital status, immigration status, criminal history, driver's license, FBI FIN, Visa Number, Visa Foil Number, FBI Number, State ID Number, I-94 number, passport number, passport effective date, physical characteristics, family history, removal history, and digital image.

### **Notice:**

Some of the information in EID is collected directly from a suspect after a criminal or administrative arrest. In such cases, the individual is advised in writing and orally of his or her right to refuse to provide information pursuant to the Fifth Amendment. With respect to information obtained from suspects or other individuals through government forms, such as immigration benefit applications, Privacy Act statements on those forms provide notice to the individual that his or her information may be shared with law enforcement entities.

During the course of a law enforcement investigation, it is not feasible to provide individuals who are interviewed as suspects, witnesses, or victims with any form of written notice regarding the collection of information, nor is such written notice required by the Privacy



Act or other federal laws or policies. With the exception of authorized undercover operations, however, these individuals are aware they are being interviewed by a law enforcement officer and that their information is being collected for use in an investigation.

More generally, the Enforcement Integrated Database (EID) PIA<sup>80</sup> and its updates, and the updated ENFORCE SORN<sup>81</sup> serve as public notice of EID and its related ENFORCE applications.

### **Correction and Redress:**

DHS exempted the ENFORCE system of records from record correction requirements pursuant to 5 U.S.C. § 552a(j) and (k). DHS may determine that the evidentiary value of false information intentionally provided to DHS prevents the correction of a record, but may create a new record to reflect corrected information.

Individuals seeking notification of and access to any record contained in the system of records, or seeking to contest its content, may submit a request in writing to the Component's FOIA Officer, whose contact information can be found at [www.dhs.gov/foia](http://www.dhs.gov/foia) under contacts. If an individual believes more than one component maintains Privacy Act records concerning him or her, the individual may submit the request to the U.S. Immigration and Customs Enforcement, Freedom of Information Act Office, 500 12th Street SW, Stop 5009, Washington, D.C. 20536-5009. As noted above, DHS has exempted the system from record correction requirements generally; however, requests for correction of records will be reviewed on a case-by-case basis to ensure that the records meet the requirements set out by the Privacy Act and preserve the evidentiary value and integrity of DHS records.

In addition, an individual may challenge user mistakes and the errors or untruthfulness of a witness in the evidence and testimony presented in relevant criminal or civil proceedings. The individual may also petition a court to direct DHS to expunge or correct an error in an EID record.

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<sup>80</sup>DHS/ICE/PIA-015 Enforcement Integrated Database (EID), available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>81</sup> DHS/ICE-011 Immigration Enforcement Operational Records System (ENFORCE), 75 FR 23274 (May 3, 2010).



## 5. Student and Exchange Visitor Information System (SEVIS)

**Organization:** DHS Immigration and Custom Enforcement (ICE)

### System Overview:

The Student Exchange Visitor Information System (SEVIS) maintains information on nonimmigrant students and exchange visitors (F, M, and J Visas), their dependents, and their associated schools and sponsors. SEVIS is an Internet-based system that allows DHS to collect, maintain, and use accurate and current information on nonimmigrant students, their dependents, and the approved schools and designated U.S. sponsors that host nonimmigrant students.

SEVIS enables schools and sponsors to transmit information, via the Internet, to DHS, ICE, and DOS throughout a student or exchange visitor's stay in the United States. SEVIS receives event notifications (electronic updates to SEVIS records on students and exchange visitors) and maintains up-to-date information about events involving nonimmigrant students and exchange visitors, such as visa issuance, admission at the Port-of-Entry (POE), registration at the school or validation of an exchange visitor's participation in their exchange program by the sponsor, changes of U.S. address, program extensions, employment notifications, and changes in program of study. SEVIS also provides system alerts, event notifications, and reports to the end-user schools and sponsors.

### Information Sharing Agreement:

Information Sharing Agreement between USCIS for Access to SEVIS

### Person Search Request Specifications:

The following combination of input criteria will be used to initiate a query: full name, date of birth, and SEVIS Number.

### Person Search Response Specifications:

SEVIS returns the following information to PCQS: full name, date of birth, mailing address, telephone number, non-immigrant ID, class of admission, gender, date of entry, country of birth, country of citizenship, I-94 number, passport number, visa ID, SEVIS ID, passport issue country, education information, and employment information.

### Notice:

ICE provides notice through the SEVIS PIA<sup>82</sup> and SEVIS SORN.<sup>83</sup>

### Correction and Redress:

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<sup>82</sup> DHS/ICE/PIA-001 Student and Exchange Visitor Information System, (SEVIS), *available at* [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>83</sup> DHS/ICE-001 Student and Exchange Visitor Information System, 75 FR 412 (Jan. 5, 2010).



DHS ICE allows persons, including foreign nationals, to seek access under the Privacy Act to certain information maintained in SEVIS. Individuals may request access to his or her own data maintained in SEVIS by filing a request under the Freedom of Information Act/Privacy Act to the ICE FOIA Office. Specific instructions for filing a request with the ICE FOIA Office may be found at [www.ice.gov/FOIA](http://www.ice.gov/FOIA).



## 6. CBP TECS (not an acronym)

**Organization:** DHS CBP

### **System Overview:**

TECS is the infrastructure for maintaining and sharing law enforcement, inspection, intelligence-gathering, and operational records among the TECS user community. CBP uses TECS to track individuals who have violated or are suspected of violating a law or regulation that is enforced or administered by CBP, to provide a record of inspections conducted at the border, to determine admissibility into the United States, and to record information regarding individuals, vehicles, cargo, firms, and organizations to whom DHS/CBP has issued detentions and warnings. A TECS Subject Lookout query retrieves biographic data about individuals who have been encountered by DHS in an immigration, law enforcement, or anti-terrorism context. Lookout records also contain information about known or suspected violators who are DHS subjects of interest and include biographic, passport, border crossing, inspection, visa, and nonimmigrant arrival and departure information. This environment is comprised of several modules designed to collect, maintain, and screen data as well as conduct analysis, screening, and information sharing. TECS also maintains limited information on those individuals who have been granted access to the system. Access is granted to those agencies which share a common need for data maintained in the system. TECS also allows direct access to other major law enforcement systems, including the Department of Justice's National Crime Information Center (NCIC), the National Law Enforcement Telecommunications Systems (NLETS), and the Canadian Police Information Centre (CPIC).

### **Information Sharing Agreement:**

Information Sharing Agreement for USCIS ESB-PCQS and CBP ATS-P Agent

### **Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a TECS query: first name, last name, date of birth, SSN, TECS Record ID Number, A-Number, passport number, receipt number, Visa Control Number, and Visa Foil Number.

### **Person Search Response Specifications:**

PCQS returns the following information from TECS to the user: complete name (last name, first name, and middle name or initial); SSN; date of birth; address; telephone number; citizenship; gender; photo image (when available); occupation; driver's license information; import/export information; currency and other Currency/ Monetary Instrument Report (CMIR) information; pleasure boat and private aircraft information; travel document information, including passports, visas, permanent registration cards, driver's licenses (information includes: document number, country of issuance, city of issuance, consulate of issuance for visas,



document type, issuance date, and expiration date); country of residence; A-Number; U.S. address while in the U.S. (number and street, city, state, zip code); international Air Transport Association (IATA) arrival port code; IATA departure port code; seaport of departure or arrival; flight/tail/voyage number (as applicable); date of flight/voyage arrival; date of flight/voyage departure; airline/vessel carrier code; U.S. border crossing event history (when applicable); license plate numbers for all vehicles entering and leaving the U.S.; and DHS FIN (when available).

## **Notice:**

Individuals attempting to enter into the United States are required to provide information in the form of a DHS-approved travel document as well as any necessary forms. CBP has posted signs at the point of entry notice that the information or forms are required. This signage, CBP's website, the TECS System: CBP Primary and Secondary Processing PIA<sup>84</sup> and the U.S. Customs and Border Protection TECS SORN<sup>85</sup> provide individuals with notice of what CBP's requirements are for entering into the country. Additionally, during a secondary inspection CBP will provide individuals further notice regarding any additional information required.

## **Correction and Redress:**

The Secretary of Homeland Security has exempted TECS from the notification, access, and amendment procedures of the Privacy Act because it is a law enforcement system. However, CBP will consider individual requests to determine whether or not information may be released. Thus, individuals seeking notification of and access to any record contained in TECS, or seeking to contest its content may gain access to certain information in TECS about themselves by filing a Freedom of Information Act (FOIA) request with CBP at: CBP Freedom of Information Act (FOIA) Office, FOIA Officer, 90 K Street NE, 9th Floor, Washington, D.C. 20229-1181.

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<sup>84</sup> DHS/CBP/PIA-009 TECS System: CBP Primary and Secondary Processing, *available at* [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>85</sup> DHS/CBP-011 U.S. Customs and Border Protection TECS, 73 FR 7778 (Dec. 19, 2008)



## APPENDIX C: External Systems

### 1. American Association of Motor Vehicle Administrators (AAMVA) Network Service (AAMVAnet)

**Organization:** AAMVA

**System Overview:**

AAMVA is a tax-exempt, nonprofit organization developing model programs in motor vehicle administration, law enforcement, and highway safety. The Association also serves as an information clearinghouse in these areas, and acts as the international spokesman for these interests.

AAMVA operates AAMVAnet. AAMVAnet is a conduit that provides access to biographical data collected from individuals who have applied for and received a driver's license, driver's permit, or identification (ID) card through a state motor vehicle administrator. The USCIS Verification Division Status Verifiers use the data from AAMVAnet to confirm the identity of individuals presenting a driver's license, driver's permit, or state-issued ID card during the E-Verify process or to resolve any data mismatches.

The PCQS AAMVA service provides an interface to AAMVAnet for identity verification via state driver's license information. State driver's license information includes name, date of birth, expiration date, status, and any image associated with the identification. The USCIS Verification Division Status Verifiers only have access to a limited set of data from AAMVAnet for documents that originate from a state that entered into a Memorandum of Agreement (MOA) with DHS USCIS for verification of this information.

USCIS restricts status verifiers from accessing any information through AAMVAnet unless the verification is related to a driver's license, driver's permit, or state-issued ID card. Status verifiers must select the type of document presented for verification in PCQS. If the status verifier selects a driver's license, driver's permit, or state-issued ID card, AAMVAnet becomes available for status verifiers to query if the state that issued the document has signed an MOA with DHS USCIS.

**Information Sharing Agreement:**

Interface Control Agreement between AAMVA and the ESB PCQS AAMVA Agent

**Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: jurisdiction ID type (i.e., Driver's License, Driver's Permit ID, State ID, or all), jurisdiction, first name, last name, and date of birth.





## **Person Search Response Specifications:**

PCQS returns the following information from AAMVA to the user: full name, date of birth, document identification ID (i.e., Driver's License, Driver's Permit ID, or State ID), jurisdiction, expiration date, effective date, and photograph.

## **Notice:**

USCIS provides notice through the publication of the PCQS PIA, E-Verify RIDE PIA,<sup>86</sup> and E-Verify Program System of Records<sup>87</sup>

## **Correction and Redress:**

Access is handled in accordance with state law. Individuals should visit their local transportation or motor vehicle department's office to correct and update their information.

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<sup>86</sup> See DHS/USCIS/PIA-030 E-Verify RIDE PIA, available at [www.dhs.gov/privacy](http://www.dhs.gov/privacy).

<sup>87</sup> DHS/USCIS-011 E-Verify Program, 78 FR 43893 (July 22, 2013).



## 2. Consular Consolidated Database (CCD)

**Organization:** Department of State (DOS)

### **System Overview:**

DOS-CCD is a system used by consular personnel as a resource for verifying prior visa issuances and refusals. Consular management also uses CCD for statistical reporting.

### **Information Sharing Agreement:**

Interface Control Agreement between DOS-CCD and the USCIS ESB DOS-CCD Agent

### **Person Search Request Specifications:**

The following combination of input criteria will be used to initiate a query: name, date of birth, A-Number, FBI Number, passport number, SSN, FBI UNC, and Visa Control Number.

### **Person Search Response Specifications:**

PCQS returns the following information from a DOS-CCD query: full name, mailing address, date of birth, country of birth, passport number, Visa Control Number, Alien Number, FBI UCN, and occupation.

### **Notice:**

DOS provides notice through the publication of its Consular Consolidated Database (CCD) PIA,<sup>88</sup> STATE-26 Passport Records SORN,<sup>89</sup> STATE-05 Overseas Citizens Services Records SORN,<sup>90</sup> and STATE-39 Visa Records SORN.<sup>91</sup>

### **Correction and Redress:**

All FOIA requests for DOS visa records should be sent to the Office of Information Programs and Services, A/GIS/IPS U.S. Department of State, SA-2, Washington, D.C. 20522-8100. Specific DOS redress and correction procedures are outlined in the STATE-26 Passport Records, STATE-05 Overseas Citizens Services Records, and STATE-39 Visa Records. Certain records contained within these systems of records may be exempt from the requirements of the Privacy Act. Each request will be reviewed on a case-by-case basis.

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<sup>88</sup> Consular Consolidated Database PIA, available at <http://www.state.gov/documents/organization/93772.pdf>.

<sup>89</sup> STATE-26 Passport Records, 76 FR 39466 (July 6, 2011).

<sup>90</sup> STATE-05 Overseas Citizens Services Records, 73 FR 24342 (May 2, 2008).

<sup>91</sup> STATE-39 Visa Records, 77 FR 65245 (Oct. 25, 2012).



### 3. Executive Office for Immigration Review (EOIR)

**Organization:** Department of Justice (DOJ) Executive Office for Immigration Review (EOIR)

**System Overview:**

EOIR information contains case-related information pertaining to aliens brought into the immigration hearing process, including certain aliens previously or subsequently admitted for lawful permanent residence. EOIR information contains the name, file number, address, and nationality of aliens and alleged aliens, decision memoranda, investigatory reports, and materials compiled for the purpose of enforcing immigration laws. EOIR information also stores exhibits, transcripts, and other case-related papers concerning aliens, alleged aliens, or lawful permanent residents brought into the administrative adjudication process. The information in EOIR was collected during an enforcement or administrative action.

**Information Sharing Agreement:**

Memorandum of Agreement (MOA) between the Department of Homeland Security and the Department of Justice Executive Office for Immigration Review Regarding the Sharing of Information of Immigration Cases.

Interface Control Agreement between the Department of Justice (DOJ) - Executive Office for Immigration Review (EOIR) Immigration Review Information Exchange System (IRIES) and the Enterprise Service Bus (ESB) Person Centric Query System (PCQS) BusinessWorks (BW) EOIR Agent (ESB PCQS DOJ-EOIR).

**Person Search Request Specifications:**

The input is limited to the A-Number.

**Person Search Response Specifications:**

PCQS returns the following EOIR information to the user: full name, mailing address, phone number, attorney information, A-Number, nationality, case type, hearing location, EOIR decision, charges, voluntary departure filed, voluntary departure decision, withdrawn filed, withdrawal decision, suspense filed, suspense decision, appeal filed, appeal decision, and appeal decision date.

**Notice:**

EOIR currently has no published PIA as it is a legacy system that was built prior to the enactment of the E-Government Act and the system itself has not undergone any substantial changes since 2002. The SORN for EOIR is entitled Justice/EOIR- 001 Records and Management Information System SORN.<sup>92</sup>

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<sup>92</sup> Justice/EOIR- 001 Records and Management Information System, 66 FR 35458 (July 5, 2001).



## **Correction and Redress:**

An individual may file a FOIA/PA request to review his or her EOIR record by sending the request to the following address: U.S. Department of Justice, Executive Office for Immigration Review, Office of General Counsel - FOIA Service Center, 5107 Leesburg Pike, Suite 1903, and Falls Church, VA 20530. The information requested may, however, be exempt from disclosure under the Privacy Act. Portions of this system are exempt from disclosure and contest by 5 U.S.C. § 552a(k)(1) and (k)(2).



## APPENDIX D: PCQS Users and Access

PCQS users are categorized into the following groups by organization. The following table provides which organizations are authorized to view results from which systems.

	DOS	DHS ICE	DHS CBP	DHS OBIM	DHS / CIS Ombudsman Office	DHS / OIG	USCIS VER	USCIS Records Division	USCIS FDNS	USCIS FOD	USCIS RAI0
AAMVA							X				
CBP ADIS		X						X		X	X
CBP ATS-P Entry/Exit		X	X				X	X	X	X	X
CBP TECS		X	X				X	X	X	X	X
DOJ EOIR		X	X	X	X	X	X	X	X	X	X
DOS-CCD	X	X	X	X		X	X	X	X	X	X
ICE ENFORCE		X				X	X	X	X	X	X
ICE SEVIS		X	X	X		X	X	X	X	X	X
USCIS AR/11	X	X	X	X		X	X	X	X	X	X
USCIS BBSS	X	X	X	X		X	X	X	X	X	X
USCIS BBSS							X	X	X	X	X
USCIS CIS	X	X	X	X		X	X	X	X	X	X
USCIS eCISCOR CIS	X	X	X	X		X	X	X	X	X	X
USCIS eCISCOR C3-LAN	X	X	X	X		X	X	X	X	X	X
USCIS eCISCOR RAPS							X				X
USCIS CLAIMS 3	X	X	X	X		X	X	X	X	X	X
USCIS CLAIMS 4	X	X	X	X		X	X	X	X	X	X
USCIS CPMS	X	X	X	X		X	X	X	X	X	X
USCIS ELIS	X	X	X	X		X	X	X	X	X	X
USCIS FD-258		X		X			X	X	X	X	X
USCIS MFAS	X	X	X	X		X	X	X	X	X	X
USCIS NFTS	X	X	X			X	X	X	X	X	X
USCIS RAPS	X						X				X
USCIS RAPS Extended											X
USCIS RNACS	X	X	X	X		X	X	X	X	X	X
OBIM IDENT		X	X	X				X	X	X	X