



**Privacy Impact Assessment Update
for the**

Visitor Management System

DHS/TSA/PIA-004(c)

January 6, 2017

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Abstract

The Transportation Security Administration (TSA) Visitor Management System (VMS) is used to manage visitors to TSA facilities. This update reflects the collection of additional information about the visitor (date of birth, Social Security number) in order to perform a criminal history records check on each visitor. This PIA is conducted pursuant to the E-Government Act of 2002 because TSA will collect personally identifiable information (PII) on members of the public as part of the VMS.

Introduction

TSA operates VMS to manage visitors to TSA facilities. It is used to register the visitor, allow security personnel to verify the visit and the TSA sponsor, create a temporary badge authorizing access to the facility, and to generate statistical reports concerning visitors to the facility. TSA collects name, employer, TSA sponsor information, and a photograph of the visitor to perform its visitor management functions.

Reason for the PIA Update

TSA has modified its VMS system to comply with DHS Instruction Manual 121-01-011-01.¹ DHS has directed all DHS components that criminal history record checks must be performed on visitors to its facilities. In addition to the information currently collected to provide access to TSA facilities, TSA will collect and maintain the individual's date of birth and Social Security number (SSN) to perform the criminal history record check. In addition, based on the DHS Instruction, TSA may maintain a "do not admit" list for individuals TSA deems to pose a safety or security risk to personnel or property. TSA will notify the DHS Office of General Counsel for each individual added to the list.

TSA previously retrieved information on visitors based on the date of the visit, rather than by personal identifier, so VMS was not treated as a Privacy Act System of Records. With the updates required by DHS, VMS will be operated as a Privacy Act system of records under the DHS/ALL-024 Facility and Perimeter Access Control and Visitor Management System of Records Notice.²

¹ DHS Instruction Manual 121-01-011-01 is on file with the DHS Privacy Office.

² DHS/ALL-024 Department of Homeland Security Facility and Perimeter Access Control and Visitor Management, 75 FR 5609 (February 3, 2010).



Privacy Impact Analysis

The System and the Information Collected and Stored within the System

Prior to arriving at the Security Appointment Center (SAC) at TSA Headquarters or the Transportation Security Administration Operations Center (TSOC), a TSA employee must pre-register the visitor using the Visitor Management System (VMS). The employee provides the date, time, and location of visit, the name of the employee to be visited, and the employee's contact information. The Airport Coordination Centers (ACC) may pre-register the visitor or register the visitor at the time of the visit to the field location. The visitor may be asked to provide his or her mobile telephone number, which TSA will use to contact him or her while in the building in the event of an emergency. Failure to provide a mobile telephone number will not prevent access to the TSA facility.

TSA is updating this PIA to reflect the addition of the visitor's date of birth and SSN, as well as any criminal history results identified during the records check, to the information collected and stored by VMS. Date of birth is a mandatory field. SSN is not mandatory, though failure to provide it may prevent completion of screening and result in a denial of entry.

Uses of the System and the Information

The system is used to confirm a visitor's appointment to TSA facilities, confirm that he or she do not pose a safety or security risk to personnel or property based on his or her criminal history, and issue a temporary badge to the visitor.

Retention

Visitor records will be destroyed 2 years after entry in accordance with NARA General Records Schedule 18, item 17 Visitor Control Files.

Internal Sharing and Disclosure

The TSA sponsor identified for the visitor will be notified if the visitor is not permitted to enter a facility, but will not be provided with the disqualifying criminal information. Instead, he or she will be informed that the denied visitor can contact the Office of Security to get more information about the reason for denial.



External Sharing and Disclosure

No change. Information may be shared externally with law enforcement or emergency services as appropriate such as with law enforcement if there is a theft of property or with emergency services in a fire or medical emergency.

Notice

A Privacy Act Statement is provided on the electronic form used to input the visitor's information by the TSA sponsor including noting that SSN is not mandatory. The TSA sponsor is instructed to provide the notice to the visitor.

Individual Access, Redress, and Correction

No change. Individuals may seek access or correction under the Privacy Act by submitting a request to the TSA Freedom of Information Act (FOIA) office:

Transportation Security Administration, TSA-20,

FOIA Division

601 South 12th Street

Arlington, VA 20598-6020

In addition, the visitor may identify a discrepancy to Office of Security personnel at the facility checkpoint.

Technical Access and Security

No change, except that sponsors will have access to a dashboard that identifies all of the visitors that they are sponsoring. SSN will be masked once it is entered into the system, and only the year of birth for the visitor is displayed to the sponsor once the full date of birth is entered into the system.



Technology

No change.

Responsible Official

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Approval Signature

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