



Privacy Impact Assessment
for

***MyTSA* Mobile Application**

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Abstract

The Transportation Security Administration's (TSA) *MyTSA* is a mobile application that provides the traveling public access to relevant TSA travel information. *MyTSA* enables individuals to search for the types of items that may be carried through TSA security checkpoints, read basic information regarding TSA checkpoint policies, view and post crowdsourced wait times at TSA checkpoints, and view current travel conditions at the airports important to them. The *MyTSA* application does not collect or use personally identifiable information. This Privacy Impact Assessment (PIA) addresses the privacy impact of TSA's use of mobile media for delivering information to the public. DHS is updating and replacing the MyTSA PIA, originally published on July 1, 2010, to include that the MyTSA app is now available on the Google Play Store, in addition to the Apple App store; the ability to save multiple airports to the user profile; and links to TSA social media.

Introduction

The bulk of traffic to the TSA website (www.tsa.gov) comes from members of the traveling public seeking information on air travel, such as, what items can be brought through the security checkpoint and what items can be carried inside of checked baggage. TSA seeks to simplify the security checkpoint experience and reduce the amount of stress associated with air travel.

To help accomplish this goal, TSA released *MyTSA*, a free mobile application, as an alternative means of providing information available through its website to the traveling public. Among its features, *MyTSA* provides data on security checkpoint wait times, and makes use of a data feed provided by the Federal Aviation Administration (FAA) regarding airport delays due to weather or other factors outside of TSA's control. None of the *MyTSA* capabilities require individuals to provide personally identifiable information (PII), and TSA does not collect PII from users or user devices using the *MyTSA* application.

Individuals may download the *MyTSA* application, including application updates, through TSA's website, the Apple App Store (<http://www.itunes.apple.com/>), or the Google Play Store (play.google.com). TSA does not require individuals to register or provide any personally identifiable information (PII) as a condition of downloading or using *MyTSA*. Individuals downloading *MyTSA* from a public app store must fulfill Apple Inc.'s and/or Google's registration requirements prior to downloading the application. Individuals who download *MyTSA* from TSA's website are subject to TSA's website privacy policy.¹ The *MyTSA* terms of service is available to users prior to downloading the application or updates.

¹ <https://www.tsa.gov/privacy-policy>



The *MyTSA* is an integrated package of five key feature sets; My Airports, Can I Bring?, TSA Pre✓® Overview, Ask TSA, and User Profiles. Individuals using the *MyTSA* application on Android and Apple mobile devices may take full advantage of all feature sets. Users of other mobile devices and standard web browsers may access all *MyTSA* content and features, however some features may not be operational due to technology limitations of these specific devices. Some *MyTSA* capabilities require internet access for full functionality.

My Airports (Home)

The *My Airports* dashboard is the primary component a user will see upon opening the mobile application. It provides a high-level summary of the user's saved airports detailing FAA-reported delays, crowdsourced wait times, TSA Pre✓® lane hours of operation, and weather information. Upon launching *MyTSA* for the first time, users are requested to permit the application to use the device's Global Positioning System (GPS) capability to identify the closest airport location. Users can also choose to simply input an airport without using the GPS option. Using the GPS option allows *MyTSA* to automatically determine the device's location upon application launch. The mobile device stores the location information locally and does not transmit its location to TSA. The number of airports displayed on this screen is determined by how many airports the user has added to his or her profile. The user can also tap any of the airports for more detail.

Airport Status

The Federal Aviation Administration (FAA) publishes a near real-time feed to the FAA.com public website containing current travel conditions of all U.S. airports. *MyTSA*'s "My Airports" feature uses the FAA feed to display airport delay information. This feature requires internet access for full functionality.

Wait Times

Crowdsourced wait times provide users the opportunity to help fellow travelers plan for their TSA checkpoint experience by posting and viewing wait times for any airport in the *MyTSA* network. Wait times are self-reported by the user, and are reported and displayed in a predetermined list of wait-time ranges (no wait, 1 – 10 mins, 11-20 mins, 21- 30 mins, etc.). The application will display the average of the last two hours' worth of reported security wait-times for each airport. Users can subsequently confirm the current average wait-time, or report a new time, based on their experiences. Users can only report and confirm wait times if they are at the airport.

Individuals using the *MyTSA* mobile application on devices that do not support GPS services, or who choose not to use their device's GPS capabilities, must manually select their current airport location each time *MyTSA* is launched. These users will also not be able to interact with the application's crowdsourced wait times feature, as this feature prohibits posting



or validation of wait times outside of the range of an airport.

Can I Bring?

The *Can I Bring?* feature includes two sub-features: search and TSA Guide. This feature serves the purpose of informing the public about TSA security rules and regulations. By providing searchable and suggested content for the user's consumption, *MyTSA* assists travelers for checkpoint screening.

Search

The *Can I Bring?* search enables individuals to query whether a particular item may be carried through the TSA security checkpoint, placed in checked baggage, or is prohibited. *Can I Bring?* does not require internet access for full functionality. If an item does not exist in the search database, it may be submitted for consideration. The option allows the user to tap a button (labeled "Submit Item"), after which TSA receives an email from the TSA web service with the message content containing the suggested item. TSA may use this information to make changes to the *Can I Bring?* database. No information about the user is collected or transmitted back to TSA.

TSA Guide

The *TSA Guide* mirrors the information on the TSA website's Frequently Asked Questions (FAQs) page. The *TSA Guide* provides information on such subjects as; "What kind of ID will I need?", "How should I pack my liquids?", "What if I have special medical needs?", "What if I am in the military?" through a series of individual screen pages. Internet access is not required to use the *TSA Guide* function.

TSA Pre✓[®] Overview

The purpose of the *MyTSA TSA Pre✓[®] Overview* feature is to publicize the TSA Pre✓[®] program, highlight the application process, and display participating TSA Pre✓[®] airports through an interactive map. The information about the program parallels the information on the TSA website's Pre✓[®] page.

Application Web View

The *MyTSA* user can open a new Pre✓[®] application through a mobile-responsive web view of the application website. *MyTSA* does not interact or save any of the information entered into the application web view, as the page is external of the *MyTSA* system. Users can also share the link to the application through the native device features, such as copying to the device clipboard, sending through a text message or email, or opening in the default browser.



Participating Airports Map

The TSA Pre✓® feature also includes an interactive map of participating airports. The native device map opens with Pre✓® airports populated. When the user’s location services are enabled, the map centers on his or her current location. When location services are not enabled, the map centers on the user’s default saved airport. The user can zoom in or out on the map as well as search for a specific airport to view Pre✓® availability.

Ask TSA

The “Ask TSA” feature contains links to TSA social media (Facebook Messenger, Twitter, YouTube, and Instagram), contact information for TSA (website, contact center phone number/email, TSA Cares phone number), and links to the application tutorial, Terms of Service, Feeds and Credits, and Privacy Policy. The feature allows users to reach out to TSA through other applications and services if they have additional questions not found in *MyTSA*. Upon tapping a link to a social media account, the device will close *MyTSA* and open the social media app, if installed, or the default browser routed to the correct URL. Upon tapping an email address or phone number, the device will open the native messaging or phone feature, populated with the relevant contact method.

User Profile

The user profile contains the user’s saved airport(s) in order to populate the “My Airports” feature. Additionally, the profile page will allow users to enable and disable location capabilities within the application as well as make the default airport the closest airport to the user’s current location.

Fair Information Practice Principles (FIPPs)

The Privacy Act of 1974 articulates concepts of how the Federal Government should treat individuals and their information and imposes duties upon federal agencies regarding the collection, use, dissemination, and maintenance of personally identifiable information. The Homeland Security Act of 2002 Section 222(2) states that the Chief Privacy Officer shall assure that information is handled in full compliance with the fair information practices as set out in the Privacy Act of 1974 and shall assure that technology sustains and does not erode privacy.

In response to this obligation, the DHS Privacy Office has developed a set of Fair Information Practice Principles (FIPPs) from the underlying concepts of the Privacy Act, which encompass the full breadth and diversity of the information and interactions of DHS. The FIPPs account for the nature and purpose of the information being collected in relation to DHS’s mission to preserve, protect, and secure. Given the particular technologies and the scope and



nature of their use, TSA is conducting a FIPPs-based analysis of the *MyTSA* mobile application to assess the potential privacy risks of the technology.

1. Principle of Transparency

Principle: DHS should be transparent and provide notice to the individual regarding its collection, use, dissemination, and maintenance of personally identifiable information (PII). Technologies or systems using PII must be described in a SORN and PIA, as appropriate. There should be no system the existence of which is a secret.

TSA will not collect PII or location information from users of the *MyTSA* application. TSA does not receive any information from Apple or Google concerning individuals who may download the *MyTSA* application from its site. This PIA and the TSA website provide information to the public on *MyTSA*. Further, notice will be provided in a terms of service and privacy policy available to the user prior to application download.

2. Principle of Individual Participation

Principle: DHS should involve the individual in the process of using PII. DHS should, to the extent practical, seek individual consent for the collection, use, dissemination, and maintenance of PII and should provide mechanisms for appropriate access, correction, and redress regarding DHS's use of PII.

MyTSA serves as an alternative means of providing information available through the TSA public website to the traveling public. TSA does not require individuals to register or provide any PII as a condition of downloading or using *MyTSA*. Individuals downloading *MyTSA* must fulfill Apple Inc.'s and Google's registration requirements prior to downloading the application. Apple and Google do not provide TSA any PII of individuals who download the *MyTSA* application from its site. Individuals who download *MyTSA* from TSA's public website or use standard web browsers to access *MyTSA* features are subject to TSA's website privacy policy. Users can choose to use GPS to populate the nearest airport in the My Airport profile, or can select any airport or multiple airports for their profile.

3. Principle of Purpose Specification

Principle: DHS should specifically articulate the authority which permits the collection of PII, to include images, and specifically articulate the purpose or purposes for which the PII is intended to be used.

None of the *MyTSA* capabilities require individuals to provide personally identifiable information (PII) and TSA does not collect PII from users or user devices using the *MyTSA* application. The *MyTSA* terms of service is available to users prior to downloading the



application or updates, which clearly explain that TSA does not collect PII as part of the *MyTSA* application.²

Individuals may download the *MyTSA* mobile application, including application updates, through TSA's website. TSA does not require individuals to register or provide any PII as a condition of downloading or using *MyTSA*. Individuals who download the *MyTSA* mobile application from TSA's website are subject to TSA's website privacy policy.

Alternatively, individuals may download the application and updates from iTunes or Google Play stores. Individuals downloading the *MyTSA* applications (Android and iOS) from their respective app stores, must fulfill the Apple Store's registration requirements prior to downloading the application. Apple's registration requirements and privacy policy may be found at www.apple.com. Google's may be found at play.google.com. TSA does not receive any information from Apple or Google regarding individuals who download the application.

Upon launching the *MyTSA* mobile application for the first time, users are requested by the application to permit the application to use the device's GPS capability to identify the closest airport location. Users can also choose to simply input an airport without using the GPS option. Using the GPS option allows *MyTSA* to automatically detect the device's location upon application launch. The user's location is detected by the device's GPS function and is not transmitted to TSA. The mobile device stores the location information locally and does not transmit its location to TSA. Users with devices that do not support GPS services, or who choose not to use their device's GPS capabilities, must manually search and save airports to the profile.

The *MyTSA* application supports TSA's goals of improving passengers' security checkpoint experience and reducing the amount of stress associated with air travel. TSA does not use the application for other purposes.

4. Principle of Minimization

Principle: DHS should only collect PII that is directly relevant and necessary to accomplish the specified purpose(s) and only retain PII for as long as is necessary to fulfill the specified purpose(s). PII should be disposed of in accordance with DHS records disposition schedules as approved by the National Archives and Records Administration (NARA).

None of the *MyTSA* capabilities require individuals to provide PII and TSA does not collect PII from users or user devices using the *MyTSA* application. The *MyTSA* terms of service is available to users prior to downloading the application or updates.

² https://apps.tsa.dhs.gov/mytsa/about_terms.aspx



5. Principle of Use Limitation

Principle: DHS should use PII solely for the purpose(s) specified in the notice. Sharing PII outside the Department should be for a purpose compatible with the purpose for which the PII was collected.

None of the *MyTSA* capabilities require individuals to provide PII and TSA does not collect PII from users or user devices using the *MyTSA* application. Accordingly, there is no PII to be used by TSA and no PII to be shared outside DHS. The *MyTSA* terms of service is available to users prior to downloading the application or updates.

6. Principle of Data Quality and Integrity

Principle: DHS should, to the extent practical, ensure that PII, including images, is accurate, relevant, timely, and complete, within the context of each use of the PII.

TSA will not collect PII from the users of the *MyTSA* application.

7. Principle of Security

Principle: DHS should protect PII, including images, through appropriate security safeguards against risks such as loss, unauthorized access or use, destruction, modification, or unintended or inappropriate disclosure.

TSA will not collect PII from users of the *MyTSA* application. To further safeguard users of the *MyTSA* application TSA performs security analysis of each *MyTSA* application release before it is made available to the public. In addition Apple Inc. and Google perform independent security analyses of all applications made available via the respective public stores.

8. Principle of Accountability and Auditing

Principle: DHS should be accountable for complying with these principles, providing training to all employees and contractors who use PII, including images, and should audit the actual use of PII to demonstrate compliance with these principles and all applicable privacy protection requirements.

TSA will not collect PII from users of the *MyTSA* application. TSA staff responsible for developing the *MyTSA* application undergo privacy training developed by the DHS Privacy Office. Supervisors will ensure that policies and procedures are fully enforced. In addition to administrative controls imposed by the operating protocols and technical controls in the application also enforce accountability



9. Additional Issues

Discuss any issues impacting privacy not covered by the eight FIPPs.

None

Conclusion

MyTSA is a mobile application that provides the traveling public access to relevant TSA travel information via Android and iOS mobile phones. It is made available as a public service and the public is not required to use it in order to obtain information or services from TSA. TSA does not collect any PII as part of *MyTSA*. *MyTSA* enables individuals to search for the types of items that may be carried through TSA security checkpoints, read basic information regarding TSA checkpoint policies, view and post crowdsourced wait times at TSA checkpoints, and view current travel conditions at the airports important to them.

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Approval Signature Page

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