

Privacy Impact Assessment Chandra Help Desk Request

I. System Identification

1. **IT System Name:** Chandra EPO HelpDesk Question Forms
(<http://chandra.harvard.edu/help.html>)
2. **IT System Sponsor:** Van McGlasson
3. **System Sponsor Unit:** SAO
4. **IT System Manager:** Lisa Paton / Kim Arcand
5. **PIA Author:** Kim Arcand
6. **SI Unit Director or Designee:** Charles Alcock
7. **Date:** September 2009
8. **Brief (one paragraph) description of the system:**

Users may request information/help or submit feedback online by filling in a web form.

II. Privacy Assessment

1. What information is being (or will be) collected.

The user's contact information- name and email - is collected via a web form. The information is displayed and the user confirms it by submitting.

2. Why the information is being collected.

Some type of contact information is needed to fill a request for assistance. In addition, statistics about the users of the material can be obtained, helpful in evaluating the effectiveness of the program (eg, x number of questions on black holes).

3. The intended use of the information.

The information is stored in a log file. It is accessible only by the appropriate Chandra EPO staff. An email message containing the information is typically sent to the user for each request. If the phone is the preferred method of contact, a response is generated via their preference.

4. With whom the information will be shared.

Only the providers of the material (CXC EPO staff) have access to the information. Statistics may be shared with funding organizations, but not personal identifying information.

5. What notice or opportunities for consent would be provided to individuals regarding what information is collected and how that information is shared.

The personal information is not shared outside SAO. The user must submit some form of contact information (phone, email) if they need a response. Nothing else is required. Users are provided with the public email address in any correspondence they requested. The public email address is also listed on all pages of the public web site, as is contact information for phone, fax and mailing address. The privacy policy is also listed on the request page and all pages throughout the web site.

6. How the information will be secured.

The information is stored on the file system is not accessible via the Web. The server is protected by SI firewalls and also has security settings enabled to further protect it from unauthorized access. System back-up tapes are periodically rewritten and are destroyed when no longer usable; save sets are stored in a secure offsite facility.