## PRIVACY IMPACT ASSESSMENT (PIA)

**PRESCRIBING AUTHORITY:** DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

### 1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:

NAF Lodging Point of Sale (LPOS)

### 2. DOD COMPONENT NAME:

Department of the Navy/United States Marine Corps

### 3. PIA APPROVAL DATE:

Marine Corps Manpower and Reserve Affairs (M&RA), Business and Support Services Division (MR)

### SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

**a. The PII is:** (Check one. Note: foreign nationals are included in general public.)

- From members of the general public
- From both members of the general public and Federal employees and/or Federal contractors
- From Federal employees and/or Federal contractors
- Not Collected (if checked proceed to Section 4)

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

- New DoD Information System
- New Electronic Collection
- Existing DoD Information System
- Existing Electronic Collection
- Significantly Modified DoD Information System

**c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.**

To manage and administer MCCS lodging reservations, accommodations, sales transactions, and services provided; to record payment of accounts; cash control; to gather occupancy data; to determine occupancy breakdown; to account for rentals and furnishings; and to collect data for improving marketing and customer satisfaction.

Types of personal information includes: Name, Other ID, Home/Cell Telephone, Mailing/Home Address, Official Duty Address, Work Email Address, Financial Information, Official Duty Telephone Number, Personal Email Address, Position/Title, Rank/Grade, Child Information, location and dates of stay, vehicle information, and tender type and number.

**d. Why is the PII collected and/or what is the intended use of the PII? (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)**

PII is collected for verification and identification to reserve accommodations and identify authorized guests upon arrival, to verify payments, and to contact guests regarding services requested and/or services received.

The intended use of the PII collected is for administrative use.

**e. Do individuals have the opportunity to object to the collection of their PII?**

- Yes
- No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

Providing personal information is voluntary; however, failure to provide required information may result in ineligibility to use MCCS lodging services.

Providing customer satisfaction feedback is voluntary; however, failure to provide feedback may result in an inability for MCCS personnel to address and/or respond to concerns related to the MCCS lodging services provided.

Patrons have the ability to change the personal information originally provided when the reservation was made.

**f. Do individuals have the opportunity to consent to the specific uses of their PII?**

- Yes
- No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

By providing information, individual consent is given.
g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

- Privacy Act Statement [x]
- Privacy Advisory [x]
- Not Applicable [ ]

AUTHORITY: 10 U.S.C. 5013; 10 U.S.C. 5041; DoDI 1015.11; DoDI 1015.10; MCO 1700.30; and SORN N04066-4.

PRINCIPAL PURPOSE: To manage and administer Marine Corps Community Services (MCCS) lodging reservations, accommodations, sales transactions, and services provided.

ROUTINE USES: Information will be accessed by MCCS personnel with a need-to-know to meet the purpose. In addition, information may be disclosed to current authorized contractors and vendors to accomplish a function related to this system of records and to credit card processors, banks, and other financial institutions to process payments made by credit or debit cards, by check, or other non-cash payment methods. A complete list and explanation of applicable Routine Uses is accessible at http://dpcld.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570347/n04066-4/.

DISCLOSURE: Providing this information is voluntary; however, failure to provide required information may result in ineligibility to access MCCS lodging services.

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

- Within the DoD Component [x]
- Other DoD Components [ ]
- Other Federal Agencies [ ]
- State and Local Agencies [x]
- Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.) [x]
- Other (e.g., commercial providers, colleges). [x]

Specify.

MCCS and Navy Exchange Service Command (NEXCOM) personnel with a need-to-know

Specify.

Specify.

Specify.

Law enforcement agencies

Specify.

Software vendor/system hosting agency, RMS North America; and customer feedback, Digital Alchemy.

Specify.

RMS North America: contract pending

Digital Alchemy: 52.224-1, Privacy Act Notification and 52.224-2, Privacy Act, FAR 39.105.

Specify.

Agencies that conduct suitability/background checks; banking and financial institutions to include Bank of America; and credit card processors to include First Data Merchant Services (FDMS) and Army and Air Force Exchange Service (AAFES).

Specify.

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

- Individuals [x]
- Existing DoD Information Systems [x]
- Other Federal Information Systems [x]
- Databases [x]
- Commercial Systems [x]

Database is MCCS Lodging Records.
Existing DoD Information System is NEXCOM's Lodging Reservation Call Center.
Commercial Systems: This is a new point-of-sale system that will be a hybrid model on the MCCS Enterprise Network and the application will be hosted in a FedRAMP cloud environment.

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

- E-mail [x]
- Official Form (Enter Form Number(s) in the box below) [x]
- Face-to-Face Contact [x]
- Paper [ ]
- Fax [ ]
- Telephone Interview [x]
- Information Sharing - System to System [ ]
- Website/E-Form [x]
- Other (If Other, enter the information in the box below) [ ]

MCCS Lodging Registration Form is pending approval.
k. Does this DoD information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

[X] Yes  [ ] No

If "Yes," enter SORN System Identifier N04066-4, pending update approval

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or http://dpcld.defense.gov/Privacy/SORNs/
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.


l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority.

N1-NU-86-7

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

(3) Retention Instructions.

Destroy 5 year(s) after creation or when audit occurs, whichever is sooner. DAA-0127-2013-0020

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.

(1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.

(2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply).

(a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.

Combining with SORN N04066-4
10 U.S.C. 5013, Secretary of the Navy and E.O. 9397 (SSN), as amended.

In addition:

n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.
☐ Yes  ☐ No  ☒ Pending

(1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.
(2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8510.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."
(3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

In contact with ARDB and DON for posting of 60 Day Notice and completion of OMB package.