

Privacy Impact Assessment

Administrative Law Judge/Public Alleged Misconduct Complaints (ALJ/PAMC) System

- **Name of project**

Administrative Law Judge/Public Alleged Misconduct Complaints (ALJ/PAMC) System

- **Describe the information we collect, why we collect the information, how we use the information, and with whom we share the information.**

We will collect and maintain information derived from complaints of bias or misconduct filed against ALJs (e.g., case analyses, results of the review or investigation, location of the hearing or regional office, ALJ duty station, or Federal court, if the complaint is raised at the Federal court level, and copies of relevant correspondence).%

We will collect and maintain information about the claimant derived from the complaint of bias or misconduct filed against the ALJ (e.g., name, Social Security number, date of birth, address, sex, race or ethnic background), if that information is provided and is a basis for the complaint, and relevant claims-related information. %

We will collect and maintain information about the claimant's representatives or another person who filed on the claimant's behalf derived from the complaint of bias or misconduct filed against the ALJ (e.g., name, sex, and race or ethnic background), if that information is provided and is a basis for the complaint. %

We will also collect and maintain information about the ALJ named in the complaint derived from the complaint of bias or misconduct filed (e.g., name, ALJ assigned number, and tracking and control log numbers).%

We will use the information collected in the ALJ/PAMC system to:%

- manage and respond to complaints of ALJ bias or misconduct, which in turn will help us monitor and improve customer service and reduce manual work;%
- process, review, or investigate complaints filed;%
- identify the claimant, his or her representative, or another person who filed the complaint on the claimant's behalf, if any, and information about the ALJ who allegedly engaged in bias or misconduct;%
- document, monitor, and track complaints about ALJs who are accused of engaging in bias or misconduct;%
- identify patterns of improper ALJ behavior that may require further review and action; and%
- assist us in deterring incidents of ALJ bias or misconduct. %

We will disclose information collected and maintained in this system only to SSA employees who require the information to perform their official duties, to the person about whom the information pertains as permitted by the Privacy Act, or as otherwise permitted by Federal law. §

We will not disclose any information defined as “return or return information” under 26 U.S.C. § 6103 of the Internal Revenue Code (IRC) unless authorized by statute, the IRC, the Internal Revenue Service (IRS), or IRS regulations.

- **Describe the administrative and technological controls we have in place to secure the information we collect.**

There is comprehensive IT Security Policy that provides technological and administrative controls over this process to ensure the electronic housing of records is controlled. Logical access is strictly limited to need to know and is supported by a separation of duties policy and strict adherence to least privilege access allowances.

We annually provide authorized individuals with appropriate security and privacy awareness training that includes reminders about the need to protect personally identifiable information (PII) and the criminal penalties that apply to unauthorized access to, or disclosure of PII. Furthermore, authorized individuals with access to databases maintaining PII must annually sign a Systems Sanctions Violations – Agency Policy and Acknowledgment Statement, acknowledging their accountability for inappropriately accessing or disclosing such information.

Additional access controls include the use of armed security guards that control entrances and exits to buildings housing the original records and the use of access controls such as personal identification numbers and passwords to gain access to records that are maintained electronically.

- **Describe the impact on individuals’ privacy rights.**

The agency collects information only where we have specific legal authority to do so. When we collect personal information from individuals, we advise them of our legal authority for requesting the information, the purposes for which we will use and disclose the information, and the consequences of their not providing any or all the requested information. Individuals can then make informed decisions as to whether they should provide the information.

- **Do we afford individuals an opportunity to consent to only particular uses of the information?**

We advise individuals of the purpose for which we will use the information via the various forms/applications we use to collect information from individuals. We advise individuals that we will not disclose this information without their prior written consent unless we have specific legal authority to do so (e.g., per the Privacy Act).

- **Does the collection of this information require a new system of records under the Privacy Act (5 U.S.C. § 552a) or an alteration to an existing system of records?**

No. We have established systems of records that govern the information we collect, use, and maintain for business purposes through this system and its various sub-systems. For example:

- [ALJ/PAMC system \(60-0356\)](#)

Matthew D. Ramsey
Executive Director
Office of Privacy and Disclosure

Grace M. Kim
Chief Legal Counsel (General Law) and
Senior Agency Official for Privacy Delegee