

Privacy Impact Assessment

CLP Shared Services 7 of 7 – Property Management (Property Management)

Policy, E-Government and Fair Information Practices

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Abstract

Property Management components list properties for sale. Property Management includes the following components: Multi-Family Housing Rentals (MFH Rentals), Preservation Information Exchange (PIX), Federal Assets Sales Real Property (FASRP), Foreclosure Real-Estate Owned (FCLREO), Farm Service Agency Real-Estate Owned (FSAREO), Multi-Family Housing Real-Estate Owned (MFHREO), Properties and Property Administration. This PIA is required for Property Management because PIX has PII and the PTA determined that a PIA is needed.

Overview

The Property Management system is a list of web sites used for listing properties for sale. Property Management consists of the following:

Multi-Family Housing (MFH) Rentals Online web application which allows the public to access basic information for MFH projects. Graphic and text versions provide the ability to search by Project Name, Management Agent, County, Town or Zip Code. Contact information for the project and Servicing Office are also provided. MFH Rentals is utilized by the general public, but does not contain any PII data.

Prepayment Information Exchange (PIX) is a web site where nonprofit organizations and public bodies interested in preserving affordable housing can obtain information regarding Multi-Family Housing (MFH) projects that have applied to prepay their MFH Loans.

PIX allows interested nonprofit organizations and public bodies to register to receive notification of all prepayment requests and potential sales to nonprofits or public bodies. To do this, organizations must register as a nonprofit or public body and set up their search criteria according to their areas of interest. Based on these criteria, PIX will send registered organizations regular listings of properties that match their search criteria. Once registered, users may also access PIX to conduct their own searches of available properties in their area of interest.

This site was developed for the Office of Rental Housing Preservation (ORHP) of the Rural Housing Service (RHS). RHS is required to notify nonprofit organizations and public bodies whenever borrowers request to prepay their RHS MFH loans or when they offer their property for sale to a nonprofit or public body. ORHP is meeting this requirement via PIX. PIX is utilized by the general public, but PIX users need an eAuth user name and password for system authentication.

Federal Assets Sales Real Property (FASRP) is a non-authenticating module which provides a centralized searching solution for all United States Federal Assets for sale.

Properties is a non-authenticating public facing website for public users to obtain current information about single- and multi-family homes and farms and ranches for sale by the U.S. Federal Government. RD admins would be required to have eAuth Level 2 access to provide any updates to the system. The Properties website contains access to the following websites:

- **Foreclosure Real-Estate Owned (FCLREO)** is an eAuth Level 2 protected internal website (USDA employees) for the RD field offices to list Foreclosure and Real Estate Owned property to the Properties website that is for sale. Access to the FCLREO site would be through the Properties website, with non-authenticated public users being able to read only view available REO properties by location.
- **Farm Service Agency Real-Estate Owned (FSAREO)** is an eAuth Level 2 protected internal website (USDA employees) for the FSA field offices to list farm Foreclosure and Real Estate Owned property to the Properties website that is for sale. Access to the FSAREO site would be through the Properties website, with non-authenticated public users being able to read only view available REO properties by location.
- **Multi-Family Housing Real-Estate Owned (MFHREO)** an eAuth Level 2 protected application used to display MFH Foreclosure and REO properties for sale. Access to the MFHREO site would be through the Properties website, with non-authenticated public users being able to read only view available REO properties by location.

Property Administration is an eAuth Level 2 protected administration website for entering property listing manually instead of utilizing system to system integration.

Only those components that collect, process or store PII will be evaluated in this PIA. MFH Rentals, FASRP, Properties, FCLREO, FSAREO, MFHREO and Properties Admin will not be evaluated in this PIA.

Section 1.0 Characterization of the Information

The following questions are intended to define the scope of the information requested and/or collected as well as reasons for its collection as part of the program, system, rule, or technology being developed.

1.1 What information is collected, used, disseminated, or maintained in the system?

MFH Rentals has the Project Name, Management Agent, County, Town or Zip as well as contact information for the project and Servicing Office. The information is not considered PII data.

PIX collects name, address and SSN/TIN of the general public, who register to use PIX and PIX provides borrower name and address, and property name and address to the user.

FASRP has the property name by state, address and basic information on the property that is for sale. The information is not considered PII data.

FCLREO has property name, location and sale information to list Foreclosure and Real Estate Owned property for sale on the properties site. The information is not considered PII data.

FSAREO has farm Foreclosure and Real Estate Owned property for sale, which includes the property name, location and sale information. The information is not considered PII data.

MFHREO has MFH Foreclosure and REO properties for sale, which includes the property name, location and sale information. The information is not considered PII data.

Properties has current information about single and multi-family homes, farms and ranches for sale by the U.S. Federal Government, which includes the property name, location and sale information. The information is not considered PII data.

Property Administration has property name, location and sale information. The information is not considered PII data.

1.2 What are the sources of the information in the system?

All Property Management components have information provided by RD staff responsible for keeping these property listings current for purchase by the general public.

PIX users provide name, address and SSN/TIN to gain access to the system.

1.3 Why is the information being collected, used, disseminated, or maintained?

Property Management components are part of GovSales a part of the Federal Asset Sales initiative, which is one of the President's Expanding Electronic Government initiatives. Property Management information is provided to the general public and/or authorized users to provide information regarding properties available for purchase.

Users need to provide PII information to gain access to the PIX site, in order to be provided with property information, which would include the borrower name and address and the property name and address.

1.4 How is the information collected?

Property Management components have information inputted by authorized RD staff, who are responsible for providing the information regarding federal properties for sale.

1.5 How will the information be checked for accuracy?

The data is verified by authorized RD staff with regular review and verification as part of the normal workflow for the Property Management components.

1.6 What specific legal authorities, arrangements, and/or agreements defined the collection of information?

Information in Property Management falls under the following:

- Privacy Act of 1974, as Amended (5 U.S.C. § 552a)
- OMB Circular A-130, Managing Information as a Strategic Resource, July 2016
- Freedom of Information Act, as amended (5 U.S.C. § 552)
- Federal Information Security Modernization Act of 2014 (also known as FISMA), (44 U.S.C. §3551), December 2014

- Consolidated Farm and Rural Development Act (7 U.S.C. §1921, et. seq.) and Title V of the Housing Act of 1949 as amended (42 U.S.C. §1471, et. seq.)
- Farm Bill 2018 (P.L. 115-334)
- 7 CFR, section 3560, Direct Multi-Family Housing Loans and Grants
- USDA RD Instruction 2033-A – Records, Management of RD Records (updated as of 8-2020)
- NARA General Records Schedules (provides mandatory disposition instructions for records common to several or all Federal agencies)

1.7 Privacy Impact Analysis: Given the amount and type of data collected, discuss the privacy risks identified and how they were mitigated.

The privacy risk is the potential unauthorized disclosure or illegal use of this PII and the potential adverse consequences this disclosure or use would have on the RD customer. The only component with Property Management that has PII is PIX and it is the name, address and SSN/TIN information, and potentially, the borrower name and address, and property name and address, the borrower is an individual.

The PIX system owner defines access roles to ensure separation of duties, account management and authorized access to data and information in PIX. Only authorized RD staff and authorized general users who register with PIX can access the PIX application using eAuthentication. These measures mitigate the risks to privacy data in PIX. Since PIX is hosted on the DISC platform, it complies with all security and privacy protections required by USDA as a federal agency.

Section 2.0 Uses of the Information

The following questions are intended to delineate clearly the use of information and the accuracy of the data being used.

2.1 Describe all the uses of information.

Property Management components are part of GovSales a part of the Federal Asset Sales initiative, which is one of the President’s Expanding Electronic Government initiatives. GovSales's mission is to create a secure, efficient, and effective online marketplace that will serve as a single-point for the public to find and buy federal assets. PIX is used to meet the GovSales initiative and the RD mission of providing the listing of properties for sale to rural customers.

2.2 What types of tools are used to analyze data and what type of data may be produced?

Property Management component, PIX, does not currently use tools to analyze data. Authorized RD staff manually review Property Management information to ensure that RD property listings are accurate and meets the RD and USDA requirements.

2.3 If the system uses commercial or publicly available data please explain why and how it is used.

No, Property Management components do not use commercial or publicly available data.

2.4 Privacy Impact Analysis: Describe any types of controls that may be in place to ensure that information is handled in accordance with the above described uses.

The controls in place to detect unauthorized access to PIX information include DISC audit logs/security logs. PIX uses eAuthentication to provide users with access to the system. There are logs for eAuthentication, which is how the authorized RD staff identify and authenticate to access Property Management components, including PIX users who register to use PIX using eAuthentication.

Section 3.0 Retention

The following questions are intended to outline how long information will be retained after the initial collection.

3.1 How long is information retained?

Property Management information is retained in accordance with NARA, RD Records Management policy and financial compliance regulations.

3.2 Has the retention period been approved by the component records officer and the National Archives and Records Administration (NARA)?

Yes, the Property Management system follows data retention as provided by the RD Records Management, which is in accordance with NARA

3.3 Privacy Impact Analysis: Please discuss the risks associated with the length of time data is retained and how those risks are mitigated.

Property Management data retention has the potential risk of unauthorized access, unauthorized disclosure or illegal use of the customer PII data. Property Management data is protected by DISC, which follows USDA federal agency requirements for data protection and is accredited by FedRAMP. Property Management follows

the RD Records Management data retention requirements to manage risk associated with data retention, which complies with NARA.

Section 4.0 Internal Sharing and Disclosure

The following questions are intended to define the scope of sharing within the United States Department of Agriculture.

4.1 With which internal organization(s) is the information shared, what information is shared and for what purpose?

PIX receives project information from Multi-Family Integrated Systems (MFIS), which is an internal RD application.

4.2 How is the information transmitted or disclosed?

MFIS project information is shared within the USDA network using DISC's technical protections in place to protect the data from a security and privacy analysis.

4.3 Privacy Impact Analysis: Considering the extent of internal information sharing, discuss the privacy risks associated with the sharing and how they were mitigated.

There is minimal privacy risk because the information shared internally is project location and management information, which does not pose a significant privacy risk.

The NIST 800-53 controls are discussed in detail in the System Security Plan and specifically the System and Communication (SC) controls are in place to provide integrity and confidentiality. The security and control of PII is the responsibility of the System Owner and RD employees. Risk is mitigated with the implementation of RD policies, standards and procedures.

Section 5.0 External Sharing and Disclosure

The following questions are intended to define the content, scope, and authority for information sharing external to USDA which includes Federal, state and local government, and the private sector.

5.1 With which external organization(s) is the information shared, what information is shared, and for what purpose?

Not applicable, Property Management does not share PII information externally.

5.2 Is the sharing of personally identifiable information outside the Department compatible with the original collection? If so, is it

covered by an appropriate routine use in a SORN? If so, please describe. If not, please describe under what legal mechanism the program or system is allowed to share the personally identifiable information outside of USDA.

Not applicable, Property Management does not share PII information outside of USDA.

5.3 How is the information shared outside the Department and what security measures safeguard its transmission?

Not applicable, Property Management does not share PII information outside of USDA.

5.4 Privacy Impact Analysis: Given the external sharing, explain the privacy risks identified and describe how they were mitigated.

Not applicable, Property Management does not share PII information outside of USDA.

Section 6.0 Notice

The following questions are directed at notice to the individual of the scope of information collected, the right to consent to uses of said information, and the right to decline to provide information.

6.1 Does this system require a SORN and if so, please provide SORN name and URL.

Yes, it follows Rural Development 1, Current or Prospective Producers or Landowners, Applicants, Borrowers, Grantees, Tenants and Other Participants in RD Programs, <https://www.govinfo.gov/content/pkg/FR-2016-04-28/pdf/2016-09938.pdf>

6.2 Was notice provided to the individual prior to collection of information?

Yes, PIX users will need to obtain an eAuthentication account prior to be providing access to the system.

6.3 Do individuals have the opportunity and/or right to decline to provide information?

Yes, if the users do not provide the information, they would not be able to obtain the eAuthentication account to access the system.

6.4 Do individuals have the right to consent to particular uses of the information? If so, how does the individual exercise the right?

Yes, Users would need to consent to the use of their information to obtain an eAuthentication account. Users will provide their information to obtain an eAuthentication account.

6.5 Privacy Impact Analysis: Describe how notice is provided to individuals, and how the risks associated with individuals being unaware of the collection are mitigated.

Users would be provided with notice at the time of providing their information to obtain an eAuthentication account.

Section 7.0 Access, Redress and Correction

The following questions are directed at an individual’s ability to ensure the accuracy of the information collected about them.

7.1 What are the procedures that allow individuals to gain access to their information?

Individuals are notified of the procedure to gain access to their information in the Record Access Procedures section as outlined in the SORN RD-1. Record Access Procedures: Any individual may request information regarding this system of records or determine whether the system contains records pertaining to him/her, from the appropriate System Manager. If the specific location of the record is not known, the individual should address his or her request to: Rural Development, Freedom of information Officer, United States Department of Agriculture, 1400 Independence Avenue SW, Stop 0742, and Washington, DC 20250–0742. A request for information pertaining to an individual must include a name; an address; the RD office where the loan or grant was applied for, approved, and/ or denied; the type of RD program; and the date of the request or approval.

7.2 What are the procedures for correcting inaccurate or erroneous information?

Individuals are notified of the procedure to gain access to and contest their information in the Record Access Procedures section as outlined in the SORN RD-1. See Record Access Procedures information in 7.1.

Customers and employees may also contact:

USDA Rural Development Primary FOIA Contact Information:

Lolita Barnes
FOIA Liaison
1400 Independence Ave., SW
Washington, DC 20250
Tel. 202-692-0004
Email: lolita.barnes@usda.gov

7.3 How are individuals notified of the procedures for correcting their information?

Individuals are notified of the procedure to gain access to and contest their information in the Record Access Procedures section as outlined in the SORN RD-1. See Record Access Procedures information in 7.1.

7.4 If no formal redress is provided, what alternatives are available to the individual?

Individuals are notified of the procedure to gain access to and contest their information in the Record Access Procedures section as outlined in the SORN RD-1. See Record Access Procedures information in 7.1.

In addition, individuals have access, redress and amendment rights under the Privacy Act, the Freedom of Information Act and the Fair Credit Reporting Act.

7.5 Privacy Impact Analysis: Please discuss the privacy risks associated with the redress available to individuals and how those risks are mitigated.

Residual privacy risks associated with the redress process for individuals are mitigated, since individuals can use the relevant procedures discussed in paragraph 7.3. No additional risks are associated with the redress process. The requestor may also refer to the RD-1 SORN for additional information regarding Record Access Procedures.

Section 8.0 Technical Access and Security

The following questions are intended to describe technical safeguards and security measures.

8.1 What procedures are in place to determine which users may access the system and are they documented?

Desk Procedures document the User Access Management (UAM) Team process for establishing, activating, and modifying individual users for Property Management components that use eAuthentication. The group and account types are defined by the System Owner for the Property Management components using eAuthentication. The System Point of Contact (POC) assigns group membership and determines individual RD user access. The UAM Team creates, modifies and deletes user requests approved by the System Point of Contact.

RD employees and RD contractors' access Property Management components after being provisioned in eAuthentication by a User Access Management (UAM) ticket, created by the System POC and completed by the UAM Team (UAMT).

Steps to provision RD employees and RD contractors follow desk procedures as set by the system owner for Property Management components using eAuthentication.

PIX public users register for access through the PIX system, which is verified by the Office of Rental Housing Preservation (ORHP) staff, who then will activate the account. An activation email will be sent to the requesting user.

8.2 Will Department contractors have access to the system?

Yes, RD contractors are required to undergo the same access and authentication procedures that RD federal employees follow, as discussed in section 8.1.

8.3 Describe what privacy training is provided to users either generally or specifically relevant to the program or system?

All RD employees and contractors are required to complete annual information security and awareness training, which includes privacy training for Property Management.

8.4 Has Certification & Accreditation been completed for the system or systems supporting the program?

Yes, Property Management has an ATO, which is valid until 4/10/2023.

8.5 What auditing measures and technical safeguards are in place to prevent misuse of data?

The NIST 800-53 rev 4 controls for the RForce system are discussed in detail in the System Security Plan and specifically the Audit and Accountability (AU) controls are in place to prevent misuse of data. RD has an Application Auditing and Monitoring Policy in place that defines the following auditable events: server startup and shutdown, loading and unloading of services, installation and removal of software, system alerts and error messages, user logon and logoff attempts (both successful and unsuccessful), granting of elevated privileges (root access success and failure), modifications of privileges and access controls, all root commands (success and failure), and sensitive files accessed, modified and added. These controls, including full compliance, inheritance and risk acceptance descriptions, are available in Cyber Security Assessment and Management (CSAM).

8.6 Privacy Impact Analysis: Given the sensitivity and scope of the information collected, as well as any information sharing conducted on the system, what privacy risks were identified and how do the security controls mitigate them?

Since most Property Management components, and specifically PIX, are used by authorized RD staff and authorized RD users using eAuthentication and there are group access management controls, the privacy risks are minimal. RD has the following controls in place - collecting auditable events: date and time of the event, the component of the information system where the event occurred, type of event, user/subject identity, and the outcome (success or

failure) of the event. Audit logs will be reviewed by the DISC Security Division every two weeks and suspicious activity will be investigated.

Section 9.0 Technology

The following questions are directed at critically analyzing the selection process for any technologies utilized by the system, including system hardware and other technology.

9.1 What type of project is the program or system?

Property Management components are part of GovSales a part of the Federal Asset Sales initiative, which is one of the President’s Expanding Electronic Government initiatives. GovSales's mission is to create a secure, efficient, and effective online marketplace that will serve as a single-point for the public to find and buy federal assets, by providing a link to the RD Properties website. RD uses the Property Management components, MFH Rentals, PIX, FASRP, FCLREO, FSAREO, MFHREO, Properties and Property Administration to meet the GovSales initiative and the RD mission of providing the listing of properties for sale to rural customers on publicly accessible websites for the rural public to view.

9.2 Does the project employ technology which may raise privacy concerns? If so please discuss their implementation.

No, the project utilizes Agency approved technologies for Property Management, and these technology choices do not raise privacy concerns. Property Management is hosted on the DISC platform at USDA.

Section 10.0 Third Party Websites/Applications

The following questions are directed at critically analyzing the privacy impact of using third party websites and/or applications.

10.1 Has the System Owner (SO) and/or Information Systems Security Program Manager (ISSPM) reviewed Office of Management and Budget (OMB) memorandums M-10-22 “Guidance for Online Use of Web Measurement and Customization Technology” and M-10-23 “Guidance for Agency Use of Third-Party Websites and Applications”?

Yes, the system owner and the ISSPM have reviewed the OMB memorandums.

10.2 What is the specific purpose of the agency’s use of 3rd party websites and/or applications?

Not applicable, Property Management does not use 3rd party websites or applications.

10.3 What personally identifiable information (PII) will become available through the agency’s use of 3rd party websites and/or applications.

Not applicable, Property Management does not use 3rd party websites or applications.

10.4 How will the PII that becomes available through the agency’s use of 3rd party websites and/or applications be used?

Not applicable, Property Management does not use 3rd party websites or applications.

10.5 How will the PII that becomes available through the agency’s use of 3rd party websites and/or applications be maintained and secured?

Not applicable, Property Management does not use 3rd party websites or applications.

10.6 Is the PII that becomes available through the agency’s use of 3rd party websites and/or applications purged periodically?

Not applicable, Property Management does not use 3rd party websites or applications.

10.7 Who will have access to PII that becomes available through the agency’s use of 3rd party websites and/or applications?

Not applicable, Property Management does not use 3rd party websites or applications.

10.8 With whom will the PII that becomes available through the agency’s use of 3rd party websites and/or applications be shared - either internally or externally?

Not applicable, Property Management does not use 3rd party websites or applications.

10.9 Will the activities involving the PII that becomes available through the agency’s use of 3rd party websites and/or applications require either the creation or modification of a system of records notice (SORN)?

Not applicable, Property Management does not use 3rd party websites or applications.

10.10 Does the system use web measurement and customization technology?

Not applicable, Property Management does not use web measurement and customization technology.

10.11 Does the system allow users to either decline to opt-in or decide to opt-out of all uses of web measurement and customization technology?

Not applicable, Property Management does not use web measurement and customization technology.

10.12 Privacy Impact Analysis: Given the amount and type of PII that becomes available through the agency’s use of 3rd party websites and/or applications, discuss the privacy risks identified and how they were mitigated.

Not applicable, Property Management does not use 3rd party websites or applications.



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