Pension Benefit
Guaranty Corporation

Information Technology Infrastructure Operations Department (ITIOD)

CDM – Lookout

Privacy Impact Assessment (PIA)

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1 PRIVACY POINT OF CONTACT

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2 PRIVACY IMPACT ASSESSMENT

A Privacy Impact Assessment (PIA) is an analysis of how information is/will be handled:

i. To ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy,
ii. To determine risks and effects of collecting, maintaining, and disseminating information in an identifiable form in an electronic information system, and
iii. To examine and evaluate protections and alternative processes for handling information to mitigate potential privacy risks.

Privacy concerns are highest for systems that contain Personally Identifiable Information (PII). PII is defined as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual. Because there are many types of information that can be used to distinguish or trace an individual's identity, the term PII is necessarily broad.

For example, consider a person named Mary Jones. There are over 200 million results in an internet search for this name. But if we combine information such as a date of birth, the last four digits of a (or worse, an entire) Social Security Number, or a spouse’s name, the number of persons to whom we could be referring begins to narrow quite rapidly. These types of information are considered identifiers. Identifiers that uniquely identify a person are the focus of privacy protection.

TIP!

Information that either alone or when considered with other information that uniquely identifies a person is Personally Identifiable Information (PII). Combining pieces of information whether private or publicly available has powerful implications for uniquely identifying an individual.

2.1 The Components of the System

Name of component	Describe the component (1 or 2 sentences)	Does this component contain PII	In what system of records (SORN) is this information stored	What is the Legal Authority for collection of this information	Does this system share PII internally *(please detail in question 9)*
Mobile Endpoint Detection Response (EDR)	A Software as a Service (SaaS) solution specifically designed to monitor, detect, and respond to threats on mobile devices.	Yes	PBGC - 26: PBGC Insider Threat and Data Loss Prevention	29 U.S.C. 1302(b)(3); 5 U.S.C. 301; 44 U.S.C. 3101; 44 U.S.C. 3554; Executive Order 13587, Executive Order 3356, Controlled Unclassified Information; 5 C.F.R. 731; 5 C.F.R. 302; OMB Circular A-130	Yes

2.2 The System as a Whole

1. Please describe the purpose of the system when considered as a whole.

Lookout *provides solutions to protect against mobile threats, data leakage, and application vulnerability. It focuses on securing mobile endpoints, applications, and the cloud by scanning data to protect from a wide range of cyber-attacks. Lookout offers advanced protection for PBGC mobile devices, detecting and mitigating threats such as malware, phishing, network attacks, and vulnerabilities in mobile operating systems.*

2. What are the Confidentiality, Availability, and Integrity ratings for the system as a whole?

Confidentiality	Moderate
Integrity	Moderate
Availability	Moderate

3. Is this a contractor system?

☒Yes
☐No

4. Is this a new or existing information system? If this is an existing information system, please describe the changes.

This is an existing system and there are currently no changes.

5. Does your system collect, process, or maintain any records that describe how any individual exercises their First Amendment rights?

If so, please describe the information it collects and the purpose for the collection. Please describe whether: 1) an express legal authority authorizes the collection, 2) the collection is pertinent to and within scope of an authorized law enforcement activity, or 3) the individual(s) consents to the collection.

(The First Amendment guarantees an individual's right to the exercise of their religious beliefs, their petitioning the government, their exercise of free speech, their right to peaceably assemble, and the freedom of the press.)

No

6. For the PII in the system, discuss the actual/intended uses of the PII; procedures taken to limit the PII collected to the minimum needed; reasons the PII is necessary and relevant; and procedures taken to periodically review the accuracy, relevance, timeliness, and completeness of PII throughout the information life cycle.

The PII collected about PBGC employees and contractors in the Lookout console and the DHS Federal dashboard is limited to data specifically used to ensure that the system monitors or alerts on the correct device and user to detect issues with the device's security and compliance.
Lookout does not enable Lookout, CISA, or PBGC to see the contents of email, browsing history, contacts, call logs, calendar, text messages, apps you have installed (unless the use of such an app is in violation of any applicable policy of PBGC), or track location.

7. Discuss how your system retrieves PII. Please describe the identifiers used to locate records within a system, such as name, identification number, date of birth, etc.

PII is collected from PBGC employees—specifically their PBGC email addresses—through Mobile Device Management (MDM) integration via Intune and Lookout.

8. Approximately how many individuals' PII is maintained in the system?

1,100

9. Is the submission of PII by individuals voluntary or mandatory? If the submission is voluntary, what is the outcome of an individual not submitting PII.

To fully enable the integration between Mobile Device Management (Intune) and Lookout, and ensure that Lookout functions properly, the integration requires using the user's email address as part of a unique identifier.

10. If your system collects Social Security Numbers:

    a. Please provide a justification for the collection, use, maintenance, and disposal of PII in the form of SSN?

Not Applicable

    b. Under which authorized uses, as described in the "Reduction of use of Social Security Numbers (SSN) in PBGC" policy document?

Not Applicable

c. If the answer to b., above is "Compelling Business Need," please provide a plan to reduce the use of SSNs, highlighting activities that can be completed in the next 12 months.

Not Applicable

11. List and discuss the sources from which the system collects PII (for instance, from an individual, another federal agency, etc.); the format in which PII is collected (for instance, via a form, face-to-face, phone, etc.); the notification given at time of collection from an individual regarding the Privacy Act and the ability to opt-out of collection (and the consequences of opting out). Include a copy of all forms and Privacy Act statements used to collect information.

Lookout only shares information with CISA and PBGC necessary to ensure that a mobile device is free of threats and compliant with corporate security policies. Name and email are the only user details collected about PBGC employees and contractors with a PBGC mobile device.
Lookout is exclusively used by administrative personnel for security and compliance monitoring. PBGC mobile phones provide notice at the time that the device is enrolled in Intune (Mobile Device Management software) indicating user details (e.g., email and name) are collected for device security and compliance. The Lookout App also contains a Privacy Notice that can be navigated to by launching Lookout, click the "i" (information button) in top right corner of the screen, and then click "Privacy." There is no functionality to opt-out of Lookout as the data collected ensures the security of the device and PBGC network.

12. Discuss any privacy controls that PBGC inherits from an external provider (cloud provider, third party provider, another government agency, etc.) If an Interconnection Security Agreement (ISA), Memorandum of Understanding (MOU), or similar document is in place, please summarize the privacy applicable portions of that document.

PBGC does not inherit privacy controls from any external provider.

Addendum 3 to the Memorandum of Agreement (MOA) between the Cybersecurity and Infrastructure Security Agency (CISA) and PBGC is an ISA for the Continuous Diagnostics and Mitigation (CDM) Capability Shared Service Platform (SSP) 2.0. The sections of this MOA pertaining to privacy are summarized below:

Data Description

Data traversing between the Agency and the CISA CDM SSP 2.0 will include both Agency and CISA CDM unclassified operational and administrative data and will traverse existing internet connections using HTTPS.

Data Sensitivity

The highest level of data that will be exchanged or processed between the Agency and the CISA CDM SSP 2.0 is Controlled Unclassified Information (CUI). Future requirements necessary to support the CDM capability of Identity and Access Management data collection services may include, but is not *limited to, the following additional categories of data: Personally Identifiable Information (PII), CUI, and Law Enforcement Sensitive data.*

Services Offered

The data collected by the tools and sensors within this shared service environment is provided to the agency through the shared services integrator. The collected information is used and accessible by the agencies and CISA through the tools deployed within the CISA CDM SSP 2.0 which hosts the CDM Agency Dashboard.

Formal Security Policy

Policy documents that govern the protection of the data between the two organizations systems are DHS 4300A rev 13.1, July 27, 2017, and the Agency's latest released version of organizational security policies and regulations.

13. Is the PII shared with external (non-PBGC) organizations? If so, identify with whom the PII is shared and the purpose. Discuss the data flows within the system (include sources of data for data flowing into the system, destinations for data flowing out of the system, and any routine uses applicable to the system). For any information that is shared internally, be sure to discuss whether these data interconnections are noted in CSAM. Be sure to include any MOU, ISA, or Interagency Agreements.

PBGC mobile devices use the Lookout Mobile App, Intune Mobile App, and Intune Agent to securely transmit mobile security data. through standard internet connections using Hypertext Transfer Protocol Secure (HTTPS)/443.

Mobile security data is comprised of analytical data such as app/file name, app binary analysis details, network name (SSID), network analysis details, threat classification (e.g., Trojan, Man-in-the-middle), threat family (e.g., XcodeGhost), threat description (e.g., exfiltrates sensitive data, TLS protocol downgrade), user details (e.g., email, device), risk level (high, medium, low), VPN permission (accepted or not), Safe Browsing (enabled/not enabled), and tally of malicious domains/URLs. Mobile security data is used to monitor and protect mobile devices from various threats

Intune is PBGC's Mobile Device Management (MDM) tool that deploys the Lookout Mobile App on PBGC phones. The Lookout Mobile Endpoint Security module, consisting of the Lookout API and Lookout Console, collects, monitors, and manages this data, which is then forwarded to the Shared Service Platform Amazon Web Services (AWS) as an integration layer. From there, the data is passed to the CDM Agency Dashboard, where Elasticsearch and Kibana are used for data visualization, indexing, and analysis. Finally, the processed data is sent to the Department of Homeland Security (DHS) Federal Dashboard, where it is further visualized and analyzed using Elasticsearch and Kibana. The entire flow is secured

14. For the user roles in the system:

Role Name	Number of Users in that Role (AD)	Approver	Access Level (Read, Write, etc.)	Recertification Date
APPS_DHS_CDM_AgencyDashboardToolUser (Privileged Role)	16	Joe Sweeney, Hiep Vo	Read/Write	June 2025

15. Discuss the Physical, Technical, and Administrative controls that are employed to secure the PII in the system.

Physical Controls - Physical security controls employed to secure the PII in the system include:*

- ○ *Physical Access Authorizations*
- ○ *Physical Access Control*
- ○ *Access Control for Transmission Mission*
- ○ *Access Control for Output Devices*
- ○ *Monitoring Physical Access*
- ○ *Visitor Control*
- ○ *Access Records*
- ○ *Power Equipment and Power Cabling*
- ○ *Emergency Shutoff*
- ○ *Emergency Power*
- ○ *Emergency Lighting*
- ○ *Fire Protection*
- ○ *Temperature and Humidity Controls*
- ○ *Delivery and Removal*
- ○ *Alternate Work Site*
- ○ *Location of information Components*
- ○ *Information Leakage*

**Physical Controls are provided by both PBGC and the Cloud Service Provider (CSP)*

Technical Controls - Technical controls employed to secure the PII in the system include:*

- ○ *Account Management*
- ○ *Access Enforcement*
- ○ *Authenticator Management*
- ○ *Cryptographic Module Authentication*
- ○ *Information Flow Enforcement*
- ○ *Separation of Duties*
- ○ *Least Privilege*
- ○ *Unsuccessful Login Attempts*
- ○ *Remote Access*
- ○ *Wireless Access*
- ○ *Audit Events*
- ○ *Audit Review, Analysis, and Reporting*

- *Time Stamps*
- *Audit Record Retention*
- *Non-repudiation*
- *Session Audit*
- *Public Key Infrastructure Certificates*
- *Denial of Service*
- *Network Disconnect*
- *Session Authenticity*
- *Protection of Information at Rest*

***Technical Controls are provided by PBGC, CISA, and the Cloud Service Provider (CSP)*

Administrative Controls - All PBGC users are required to complete privacy training annually. Administrative controls employed to secure the PII in the system include:

- *Periodic Security Audits*
- *Regular Monitoring of User's Activities*
- *Annual Security, Privacy, and Records Management Refresher Training*
- *Backups Secured Offsite*
- *Encryption of Backups containing sensitive data*
- *Role-Based Training*
- *Least Privilege Access*
- *Mandatory on-boarding training for security, privacy, and Records management personnel*

***Administrative Controls are provided by both PBGC and CISA*

16. Please discuss additional training for users, other than the PBGC mandatory annual training, for protecting information in the system.

None

17. Does the System leverage the Enterprise Access Controls?

☒ Yes
☐ No

18. Does the system leverage the commonly offered control for Accounting of Disclosures?

☒ Yes
☐ No

19. Discuss the process in place for retention and destruction of PII. Cite the applicable retention schedule(s).

GRS 5.6: Security Management Records; 240 – Insider Threat User Activity Monitoring (UAM) Data - Destroy no sooner than 5 years after inquiry has been opened, but longer retention is authorized if required for business use.

ITIOD: Lookout audit logs are stored in Splunk. The ingested data is searchable for 2 years and archived for an additional 4 years.

2.3 Privacy Office Review

Name of Reviewer	Duane Dodson
Date Reviewed	9/9/2025
Expiration Date	9/9/2026
Result	☒ Approved without conditions ☐ Approved with conditions (see below). ☐ Denied

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Discuss analysis of risks and compensating controls (or other mitigation steps).

Enter description here.

Discuss any conditions on Approval