



Pension Benefit
Guaranty Corporation

Information Technology Infrastructure Operations
Department (ITIOD)

**Electronic Complaints and
Tracking System (eCATS)
Privacy Impact Assessment
(PIA)**

Last Updated: 03/26/2026

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.

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 13)
Entellitrak	Entellitrak is a platform which allows OEEO to track, manage resolutions, and report on discrimination complaints at PBGG effectively and efficiently for both informal and formal complaints.	Yes	EEOC/GOVT-1 Equal Employment Opportunity in the Federal Government Complaint and Appeal Records	42 U.S.C.e-16(b), (c); 29 U.S.C. 204(f), 206(d); 29 U.S.C. 633(a); 29 U.S.C. 791; Reorg. Plan No. 1 of 1978, 43 FR 19607 (May 9, 1978); Executive Order 12106, 44 FR 1053 (Jan. 3, 1979).	Yes

2.2 The System as a Whole

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

The Office of Equal Employment Opportunity (OEEO) supports the Pension Benefit Guaranty Corporation's (PBGC) goal of integrating EEO requirements (Title 29 C.F.R. Part 1614) with PBGC's work environment, strategic missions, and corporate initiatives; and developing and maintaining a diverse, discrimination-free work environment. This includes an annual review and analysis of multiple areas, including the following:

- Management and program accountability*
- Proactive prevention of discrimination*
- Providing regulatory and reporting requirements*
- Recommendations and plans for improving the EEO program*
- Pursuit of a model EEO program*

The OEEO oversees PBGC's EEO Complaints Process using the OEEO Electronic Complaint and Tracking System (eCATS).

The eCATS application is a web-based solution that runs on the Entellitrak platform, which allows OEEO to track, manage resolution, and report on discrimination complaints at PBGC effectively and efficiently for both informal and formal complaints. The application is a Software as a Service (SaaS) hosted by Tyler Technologies.

eCATS uses both Personally Identifiable Information (PII) and non-PII data to record, track, and manage OEEO complaints filed against PBGC. These complaints are recorded, investigated, and can be submitted either formally or informally. Access to eCATS is limited to the Office of Equal Employment Opportunity personnel to perform job functions based on pre-defined user roles and permissions.

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.

No changes have been made to the system since its last review.

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.)

Yes, the system does collect, process, and maintain any records that describe how any individual exercises their First Amendment rights. Specifically, the system may collect, process, and maintain information related to an employee's religion when such information is voluntarily provided and relevant to the processing, investigation, or resolution of an EEO complaint, in accordance with applicable privacy requirement.

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 information collected is used to properly administer and adjudicate EEO complaints. The type and frequency of correspondence is mandated by EEOC regulations according to 29 C.F.R. § 1614.

Any legal documents that may contain PII are maintained as part of a case file in accordance with EEOC regulations.

Data collected for use by eCATS is limited to that which is authorized under 29 C.F.R § 1614. eCATS may also aggregate data to show trends, whether the information is an aggregate of data, fiscal year data, or benchmark data.

Without the requested PII, the OEEO would be unable to process the EEO complaint. Additionally, eCATS may also use the aggregated data to meet regulatory mandates.

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 can be retrieved by using a unique case number assigned to each case or by an individual's name, which will display a list of all their cases in the system.

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

Up to 300

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.

The submission of PII is voluntary. Individuals may decide to not submit PII. However, if no PII is submitted, the case or claim is unlikely to proceed.

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. eCATS does not collect SSNs

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

Not Applicable. eCATS does not collect SSNs

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. eCATS does not collect SSNs

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.

The sources from which the system collects PII consist of an individual and/or other federal agency. The formats in which PII is collected are paper/written form, face-to-face, and via

email. The formal complaint of Discrimination Privacy Act Statement (PAS) form includes the Privacy Act statement below:

Privacy Act Statement

AUTHORITY: 42 U.S.C. § 2000e-16; 29 U.S.C. § 1302; 29 C.F.R. § 1614

PURPOSE: To provide counseling, conduct investigations, process and adjudicate complaints of alleged violations of employment discrimination and related appeals brought by applicants and current and former PBGC employees.

ROUTINE USES: PBGC may disclose information to any individual who may be required by regulation, policy, or procedure of the EEOC to provide information in connection with this complaint, including individuals who may be identified as responsible for the alleged acts or events at issue and potential witnesses as appropriate and necessary. PBGC may also disclose this form or information from this form to any individual engaged by PBGC to carry out the agency's responsibilities required by regulation, policy, or procedure of the EEOC.

Other disclosures may be: (1) to appropriate federal, state, or local agencies when related to a violation or potential violation of civil or criminal law or regulation; (2) to a federal agency, a court, or a party in litigation before a court, or in an administrative proceeding being conducted by a federal agency, when the U.S. Government is a party to the judicial or administrative proceeding; (3) to a congressional office from the record of an individual in response to an inquiry made at the request of the individual; or (4) in response to a request for discovery or for appearance of a witness when the information is relevant to the subject matter involved in a pending judicial or administrative proceeding.

DISCLOSURES: Providing information on this form is voluntary; however, failure to provide the information may delay or prevent PBGC from processing your complaint.

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.

There are no privacy controls that PBGC inherits from the external provider. An Interconnection Security Agreement (ISA) and Memorandum of Understanding (MOU) are not applicable.

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 JCAM. Be sure to include any MOU, ISA, or Interagency Agreements.

None of the PII sharing occurs through the eCATS system. An ISA is not required because there is no persistent system-to-system connection.

1. Within PBGC: Case information is shared with Office of General Counsel (OGC) when they defend the agency in EEO matters. The information is shared via electronic LeapFile. LeapFile is a PBGC-approved method of sending large files >10kb.

2. *With other Federal agencies: PII can be shared with the EEOC, Merit Systems Protection Board, U.S. Department of Justice, and a court of competent jurisdiction. The information is shared several ways. Some recipients may receive a hard copy via FedEx, files may be sent electronically to the EEOC via the EEOC's secure FEDSEP portal, or files may be sent via encrypted email.*

3. *With contractors: Contractor investigators are provided with the necessary documents to prepare for the investigation, which may contain PII. Additionally, they collect PII from the complainant and witnesses during the investigation. The information is shared via encrypted email.*

4. *With other third parties: PII may be shared with outside counsel and the Independent Union of Pension Employees for Democracy and Justice (IUPEDJ). When outside counsel or IUPEDJ represent a complainant, they would receive the Report of Investigation (ROI), which may contain PII via hand delivered hard copy and/or provided via FedEx.*

14. For the user roles in the system:

Role Name	Number of Users in that Role	Approver	Access Level (Read, Write, etc.)	Recertification Date
Administrator	1	Jamelah Nesbit	Read/Write	5/10/2025
Informal Processor	3	Jamelah Nesbit	Read/Write	5/10/2025
Formal Processor	2	Jamelah Nesbit	Read/Write	5/10/2025
Super Processor	3	Jamelah Nesbit	Read/Write	5/10/2025
Master Admin	1	Jamelah Nesbit	Read/Write	5/10/2025

(Recertification dates are based on the "Last Certified" date. The next recertification will occur on May 10, 2026.)

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

Physical Controls:

eCATS leverages Tyler Technologies physical security controls employed to secure the PII in the system. These controls include security guards, key entry, and secured facility.

Technical Controls:

eCATS leverages Tyler Federal technical security controls employed to secure the PII in the system. These controls include password protection, configuration management, contingency planning, audit logging, firewalls, unique user identification names, encryption, intrusion detection systems, and vulnerability scanning.

PBGC is responsible for reviewing and approving PBGC user access requests and performing annual user account recertifications.

Administrative Security Controls:

eCATS fully leverages Tyler Technologies incident response controls to secure the PII in the system. Awareness and Training, Incident Response, Personnel Security, Planning, Security Assessment and Authorization (SA&A) controls are hybrid between OEE0 and Tyler Federal. For example, OEE0 conducts annual SA&A process and reviews Tyler Technologies SA&A package on FedRAMP marketplace at least annually.

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

N/A

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).

Records containing personally identifiable information (PII) are maintained and destroyed in accordance with the National Archives and Records Administration's (NARA) Basic Laws and Authorities (44 U.S.C. 3301, et seq.) and with PBGC-specific records disposition schedules approved by NARA. These retention schedules ensure that records are kept for the minimum period necessary to satisfy business, legal, and historical requirements.

The following PBGC and General Records Schedules (GRS) govern retention and destruction of eCATS records:

General Records Schedule 2.3: Employee Relations Records

Item 010: Employee relations programs' administrative records: Destroy when 3 years old.

Item 020: Reasonable or religious accommodation case files: Destroy 3 years after employee separation from the agency or all appeals are concluded, whichever is later.

Item 071: Alternative Dispute Resolution (ADR) case files: Destroy 7 years after case is closed.

Item 110: EEO discrimination complaint case files: Destroy 3 years after resolution of case.

Item 111: EEO discrimination complaint case files: Destroy 7 years after resolution of case.

Item 120: Records documenting contractor compliance with EEO regulations: Destroy when 7 years old.

General Records Schedule 5.7: Administrative Management and Oversight Records

Item 050: Mandatory reports to external federal entities regarding administrative activities: Destroy 6 years after report submission or oversight entity notice of approval, as appropriate.

Retention requirements within these schedules range from 1 year to 135 years, or are triggered by specific events, ensuring alignment with PBGC's operational and legal needs.

2.3 Privacy Office Review

Name of Reviewer	Corey Garlick
Date Reviewed	3/26/2026
Expiration Date	3/26/2027
Result	<input checked="" type="checkbox"/> Approved without conditions <input type="checkbox"/> Approved with conditions (see below). <input type="checkbox"/> Denied

(For Privacy Office Use Only)

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

Enter description here.

Discuss any conditions on Approval