



Privacy Impact Assessment for the VA IT System called:

PETALS Communication Services (PETALS CS)

Veterans Health Administration

Health Systems Research

eMASS ID #: 2529

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System Contacts:

System Contacts

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Abstract

The abstract provides the simplest explanation for “what does the system do?”.

The purpose of PETALS Communication Services (PETALS CS) is to interface with authorized users and participants via VA approved Microsoft tools and technology. The interfacing data is routed to and from the parent application Patient Engagement Tracking and Longterm Support (PETALS). PETALS CS utilizes Microsoft services in Microsoft Azure Commercial and the parent application PETALS is hosted in VAEC Microsoft Azure Government (VAEC Azure).

Overview

The overview is the most important section of the PIA. A thorough and clear overview gives the reader the appropriate context to understand the responses in the PIA. The overview should contain the following elements:

1 General Description

A. *What is the IT system name and the name of the program office that owns the IT system?*

PETALS Communication Services (PETALS CS) is owned by Veterans Health Administration (VHA) Office of Research and Development (ORD) Health Systems Research (HSR).

B. *What is the business purpose of the program, IT system, or technology and how it relates to the program office and agency mission?*

The purpose of PETALS CS is to interface with the parent application PETALS which provides a resource for developing and implementing automated communication with participants. PETALS allows authorized users to gather data through Interactive Voice Response (IVR or automated telephone calls) and text messaging (SMS) projects.

C. *Who is the owner or control of the IT system or project?*

VHA/ORD/HSR are the owners.

2. Information Collection and Sharing

D. *What is the expected number of individuals whose information is stored in the system and a brief description of the typical client or affected individual?*

The expected number of individuals whose information only remains on PETALS CS for approximately 15 minutes before transfer to the PETALS parent application is up to 5000 records (e.g., authorized users). Information from authorized users that are participating in a project in PETALS will be stored. Authorized users participating in a project in PETALS can include Veterans or Dependents, VA employees/staff and members of the public/individuals.

E. *What is a general description of the information in the IT system and the purpose for collecting this information?*

Information in the IT platform includes data elements like name, date of birth, personal mailing address, personal phone number(s), personal email address, emergency

contact information (name, phone number, etc. of a different individual), financial information, medications, medical records, race/ethnicity, gender, military history/service connection, next of kin, and other data elements (dates of care and interactions; location or physical address; other unique identifying number, characteristic, or code such as study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight). This information will be collected as part of an authorized user's participation in a project in PETALS. Authorized users participating in a project in PETALS can include Veterans or Dependents, VA employees/staff and members of the public/individuals. Each individual project in PETALS will have different data collection needs as approved by their research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight.

- F. *What information sharing conducted by the IT system? A general description of the modules and subsystems, where relevant, and their functions.*

All data is gathered and will remain on PETALS CS for approximately 15 minutes before being transferred to the PETALS parent application for storage. See PII mapping components in Section 1. Information sharing is conducted with only the necessary data in order for the individual projects to function. PETALS CS includes Microsoft services: Azure Function Apps, Azure Communication Services, Azure AI Services, and Azure Blob Storage.

- G. *Is the system is operated in more than one site, and if so, a description of how use of the system and PII is maintained consistently in all sites and if the same controls are used across sites?*

PETALS/PETALS CS may be used by authorized users in more than one site. Validations and trainings will be used to ensure consistency across sites.

3. Legal Authority and SORN

- H. *What is the citation of the legal authority to operate the IT system?*

SORN 34VA10/86 FR 33015 "Veteran, Patient, Employee, and Volunteer Research and Development Project Records-VA" provides the legal authority

- I. *If the system is in the process of being modified and a SORN exists, will the SORN require amendment or revision and approval? If the system is using cloud technology, does the SORN for the system cover cloud usage or storage?*

The SORN will not require an amendment or revision and approval as a result of this system. The SORN does cover cloud storage systems.

4. System Changes

- J. *Will the completion of this PIA will result in circumstances that require changes to business processes?*

The completion of this PIA would not result in circumstances that require changes to business processes.

- K. *Will the completion of this PIA could potentially result in technology changes?*

The completion of this PIA would not result in technology changes.

Section 1. Characterization of the Information

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

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

Identify and list all Sensitive Personal Information (SPI) that is collected and stored in the system, including Individually Identifiable Information (III), Individually Identifiable Health Information (IIHI), Protected Health Information (PHI), and Privacy- Protected Information. For additional information on these information types and definitions, please see VA Directives and Handbooks in the 6500 series (<https://vawww.va.gov/vapubs/>). If the system creates information (for example, a score, analysis, or report), list the information the system is responsible for creating.

If a requesting system receives information from another system, such as a response to a background check, describe what information is returned to the requesting system.

This question is related to privacy control AP-1, Authority To Collect, and AP-2, Purpose Specification.

The information selected below must match the information provided in question 2.1 as well as the data elements columns in 4.1 and 5.1. It must also match the information provided in question 3.4 of the PTA.

Please check any information listed below that your system collects, uses, disseminates, creates, or maintains. If additional SPI is collected, used, disseminated, created, or maintained, please list those in the text box below:

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Name | Number, etc. of a different individual) | <input type="checkbox"/> Tax Identification Number |
| <input type="checkbox"/> Social Security Number | <input checked="" type="checkbox"/> Financial Information | <input type="checkbox"/> Medical Record Number |
| <input checked="" type="checkbox"/> Date of Birth | <input type="checkbox"/> Health Insurance Beneficiary Numbers | <input checked="" type="checkbox"/> Gender |
| <input type="checkbox"/> Mother's Maiden Name | Account numbers | <input type="checkbox"/> Integrated Control Number (ICN) |
| <input checked="" type="checkbox"/> Personal Mailing Address | <input type="checkbox"/> Certificate/License numbers ¹ | <input checked="" type="checkbox"/> Military History/Service Connection |
| <input checked="" type="checkbox"/> Personal Phone Number(s) | <input type="checkbox"/> Vehicle License Plate Number | <input checked="" type="checkbox"/> Next of Kin |
| <input type="checkbox"/> Personal Fax Number | <input type="checkbox"/> Internet Protocol (IP) Address Numbers | <input checked="" type="checkbox"/> Other Data Elements (list below) |
| <input checked="" type="checkbox"/> Personal Email Address | <input checked="" type="checkbox"/> Medications | |
| <input checked="" type="checkbox"/> Emergency Contact Information (Name, Phone | <input checked="" type="checkbox"/> Medical Records | |
| | <input checked="" type="checkbox"/> Race/Ethnicity | |

¹ *Specify type of Certificate or License Number (e.g., Occupational, Education, Medical)

Other PII/PHI data elements:

Other Data Elements: dates of care and interactions; location or physical address; other unique identifying number, characteristic, or code such as study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project’s research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight.

PII Mapping of Components (Servers/Database)

PETALS CS consists of 4 key components (servers/databases/instances/applications/software/application programming interfaces (API). Each component has been analyzed to determine if any elements of that component collect PII. The type of PII collected by **PETALS CS** and the reasons for the collection of the PII are in the table below.

Note: Due to the PIA being a public facing document, please do not include server names in the table.

The first table of 3.9 in the PTA should be used to answer this question.

Internal Components Table

Component Name (Database, Instances, Application, Software, Application Program Interface (API) etc.) that contains PII/PHI	Does this system collect PII? (Yes/No)	Does this system store PII? (Yes/No)	Type of PII (SSN, DOB, etc.)	Reason for Collection/ Storage of PII	Safeguards
Azure Function Apps	Yes	No	Name, date of birth, personal mailing address, personal phone number(s), personal email address, emergency contact information (name, phone number, etc. of a different individual), financial information, medications,	PII is needed for individual projects in PETALS to contact participants.	PIV authentication for access. Authorized individuals who have completed/ approved user provisioning will have access. Encryption of data.

			<p>medical records, race/ethnicity, gender, military history/service connection, next of kin, and other data elements (dates of care and interactions; location or physical address; other unique identifying number, characteristic, or code such as study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight).</p>		
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Azure Communication Services	Yes	No	Personal phone number(s).	PII is needed to pass the information to Azure Function Apps.	PIV authentication for access. Authorized individuals who have completed/ approved user provisioning will have access. Encryption of data.
Azure AI Services	Yes	No	Other data elements (other unique identifying number, characteristic, or code such as study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight).	PII may be processed as part of initiating the call and for text-to-speech used for projects in PETALS.	PIV authentication for access. Authorized individuals who have completed/ approved user provisioning will have access. Encryption of data.
Azure Blob Storage	Yes	Yes	Other data elements	PII may be utilized as part	PIV authentication

			<p>(dates of care and interactions; other unique identifying number, characteristic, or code such as study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight).</p>	<p>of audio messages used for projects in PETALS.</p>	<p>for access. Authorized individuals who have completed/ approved user provisioning will have access. Encryption of data.</p>
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1.2 What are the sources of the information in the system?

These questions are related to privacy controls DI-1, Data Quality, and IP-1, Consent.

1.2a List the individual, entity, or entities providing the specific information identified above. For example, is the information collected directly from the individual as part of an application for a benefit, or is it collected from other sources such as commercial data aggregators?

The enrollment information that is needed for PETALS CS to contact participants will come from the parent application PETALS. Participants enrolled in an individual project in PETALS will provide numeric/audio/text data collected through the participant's phone to PETALS CS. Authorized users may provide audio/text feedback to participants.

1.2b Describe why information from sources other than the individual is required? For example, if a program's system is using data from a commercial aggregator of information or data taken from

public Web sites, state the fact that this is where the information is coming from and then in question indicate why the system is using this source of data.

The participants' enrollment information will be entered in the PETALS parent application by authorized users following approved individual project protocols.

1.2c Does the system create information (for example, a score, analysis, or report), list the system as a source of information?

PETALS CS may be a source of information as it may create scores based on participant responses.

1.3 How is the information collected?

These questions are related to privacy controls DI-1, Data Quality, and IP-1, Consent.

1.3a This question is directed at the means of collection from the sources listed in question 1.2. Information may be collected directly from an individual, received via electronic transmission from another system, or created by the system itself. Specifically, is information collected through technologies or other technologies used in the storage or transmission of information in identifiable form?

Information may be collected directly from the PETALS parent application, or directly from an individual by authorized users. Participants enrolled in an individual project in PETALS may provide numeric/audio/text data collected via the participant's phone. Authorized users may provide audio/text feedback to participants.

1.3b If the information is collected on a form and is subject to the Paperwork Reduction Act, what is the form's OMB control number and the agency form number?

Information will not be collected on a form subject to the Paperwork Reduction Act.

1.4 How will the information be checked for accuracy? How often will it be checked?

These questions are related to privacy controls DI-1, Data Quality, and DI-2, Data Integrity and Integrity Board.

1.4a Discuss whether and how often information stored in the system is checked for accuracy. Is information in the system checked against any other source of information (within or outside your organization) before the information is used to make decisions about an individual? For example, is there a computer matching agreement in place with another government agency? For systems that receive data from internal data sources or VA IT systems, describe the system checks to ensure that data corruption has not occurred during transmission.

The SPI is collected, maintained, and used to conduct research and/or data gathering for individual projects in PETALS. Authorized users for the individual projects will enter the participants' enrollment information into the PETALS parent application. Some, but not all, data fields used to enter participant information will be restricted to certain values or formats to improve accuracy. The numeric telephone data may also be limited to accept certain values as valid to improve accuracy.

1.4b Does the system check for accuracy by accessing a commercial aggregator of information, describe this process and the levels of accuracy required by the contract?

A commercial aggregator of information will not be used to check for accuracy.

1.5 What specific legal authorities, arrangements, and agreements defined the collection of information?

List the full legal authority for operating the system, specifically the authority to collect the information listed in question 1.1. Provide the authorities in a manner understandable to any potential reader, i.e., do not simply provide a legal citation; use statute names or regulations in addition to citations. Legal authorities include Federal laws, regulations, statutes, and Executive Orders. This question is related to privacy control AP-1, Authority to Collect

SORN 34VA10/86 FR 33015 Authority for Maintenance of the System: Title 38, United States Code, Section 7301. Routine use: 19.

1.6 PRIVACY IMPACT ASSESSMENT: Characterization of the information

Consider the specific data elements collected and discuss the potential privacy risks and what steps, if any are currently being taken to mitigate those identified risks. (Work with your System ISSO to complete this section)

Consider the following Fair Information Practice Principles (FIPPs) when assessing the risk to individual privacy:

Principle of Purpose Specification: Explain how the collection ties with the purpose of the underlying mission of the organization and its enabling authority.

Principle of Minimization: Is the information directly relevant and necessary to accomplish the specific purposes of the program?

Principle of Individual Participation: Does the program, to the extent possible and practical, collect information directly from the individual?

*Principle of Data Quality and Integrity: Are there policies and procedures for VA to ensure that personally identifiable information is accurate, complete, and current?
This question is related to privacy control AR-1, Governance and Privacy Program, and AR-2, Privacy Impact and Risk Assessment.*

Follow the format below when entering your risk assessment:

Privacy Risk: Individuals enrolled in the PETALS parent application will be participating in research and/or data gathering for individual projects in PETALS. Participant information is needed in order to be enrolled in the individual projects. Risks include unauthorized access, misuse, and inaccurate data.

Mitigation: Only authorized users will have access to PETALS/PETALS CS. Participant enrollment information will be entered into the PETALS parent application by authorized users for the individual projects. Some, but not all, data fields used to enter participant information will be restricted to certain values or formats to improve accuracy. Participants enrolled in an individual project in PETALS may provide numeric/audio/text data collected via the participant's phone. The numeric telephone data may also be limited to accept certain values as valid to improve accuracy. Authorized users may provide audio/text feedback to participants.

Section 2. Uses of the Information

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

2.1 Describe how the information in the system that will be used in support of the program's business purpose.

Identify and list each use (both internal and external to VA) of the information collected or maintained. This question is related to privacy control AP-2, Purpose Specification.

PII/PHI Data Element	Internal Use	External Use
Name	Used to identify the Veterans or Dependents, VA Employees, and/or Members of the Public/Individuals that are participating in an individual project in the PETALS parent application and PETALS CS.	Not used
Date of Birth	Used to identify age, to confirm participant identity, to tailor content, and as part of data evaluated for the project.	Not used
Personal Mailing Address	Used for communication, to tailor content, and as part of data evaluated for the project.	Not used
Personal Phone Number(s)	Used for communication and to confirm participant identity.	Not used
Personal Email Address	Used for communication and to confirm participant identity.	Not used
Emergency Contact Information (Name, Phone Number, etc. of a different individual)	Used in cases of emergent situations, if the participant is in a project that involves enrolling with a partner, to tailor content, and as part of data evaluated for the project.	Not used
Financial Information	Used to tailor content and as part of data evaluated for the project.	Not used
Medications	Used to tailor content and as part of data evaluated for the project.	Not used
Medical Records	Used to tailor content and as part of data evaluated for the project.	Not used
Race/Ethnicity	Used to tailor content and as part of data evaluated for the project.	Not used

Gender	Used to tailor content and as part of data evaluated for the project.	Not used
Military History/Service Connection	Used to tailor content and as part of data evaluated for the project.	Not used
Next of Kin	Used if the participant is in a program that involves enrolling with a partner, to tailor content, and as part of data evaluated for the project.	Not used
Other Data Elements: dates of care and interactions	Used to tailor content and as part of data evaluated for the project.	Not used
Other Data Elements: location or physical address	Used for communication, to tailor content, and as part of data evaluated for the project.	Not used
Other Data Elements: other unique identifying number, characteristic, or code such as study/project ID numbers	Used to identify the participant, to tailor content, and as part of data evaluated for the project.	Not used
Other Data Elements: biometric information (e.g., voice)	Used to tailor content and as part of data evaluated for the project.	Not used
Other Data Elements: other data elements that have been approved by an individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight	Used to tailor content and as part of data evaluated for the project.	Not used

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

These questions are related to privacy controls DI-1, Data Quality, DI-2, Data Integrity and Integrity Board, and SE-1, Inventory of Personally Identifiable Information.

2.2a Many systems sift through large amounts of information in response to a user inquiry or programmed functions. Systems may help identify areas that were previously not obvious and need additional research by agents, analysts, or other employees. Some systems perform complex analytical tasks resulting in, among other types of data, matching, relational analysis, scoring, reporting, or pattern analysis. Describe any type of analysis the system conducts and the data that is created from the analysis?

Data scoring, comparisons, and other basic analytical tasks may be conducted.

2.2b If the system creates or makes available new or previously unutilized information about an individual, explain what will be done with the newly derived information. Will it be placed in the

individual's existing record? Will a new record be created? Will any action be taken against or for the individual identified because of the newly derived data? If a new record is created, will the newly created information be accessible to Government employees who make determinations about the individual? If so, explain fully under which circumstances and by whom that information will be used.

The new information would only remain on PETALS CS for approximately 15 minutes before transfer to the PETALS parent application for storage. The comparisons and tasks may result in various actions within the individual projects in PETALS. Only authorized users will have access to PETALS/PETALS CS.

2.3 How is the information in the system secured?

These questions are related to security and privacy controls SC-9, Transmission Confidentiality, and SC-28, Protection of Information at Rest.

2.3a What measures are in place to protect data in transit and at rest?

Data only remains on PETALS CS for approximately 15 minutes before transfer to the PETALS parent application for storage. Information sharing between the components is conducted with only the necessary data in order for the individual projects in PETALS to function.

2.3b If the system is collecting, processing, or retaining Social Security Numbers, are there additional protections in place to protect SSNs?

PETALS/PETALS CS is not collecting, processing, or retaining SSNs.

2.3c How is PII/PHI safeguarded in accordance with OMB Memorandum M-06-15?

Authorized users will be provided training as to the appropriate use of PETALS/PETALS CS. Authorized users will only have access to areas of PETALS/PETALS CS that are needed to conduct their duties. User access will be removed when their duties no longer require access or when they leave their position.

2.4 PRIVACY IMPACT ASSESSMENT: Use of the information.

Describe any types of controls that may be in place to ensure that information is handled in accordance with the uses described above. Example: Describe if training for users of the project covers how to appropriately use information. Describe the disciplinary programs or system controls (i.e. denial of access) that are in place if an individual is inappropriately using the information.

Consider the following FIPPs below to assist in providing a response:

Principle of Transparency: Is the PIA and SORN, if applicable, clear about the uses of the information?

Principle of Use Limitation: Is the use of information contained in the system relevant to the mission of the project?

This question is related to privacy control AR-4, Privacy Monitoring and Auditing, AR-5, Privacy Awareness and Training, and SE-2, Privacy Incident response.

2.4a How is access to the PII determined?

Authorized users will only have access to areas of PETALS/PETALS CS that are needed to conduct their duties. User access will be removed when their duties no longer require access or when they leave their position.

2.4b Are criteria, procedures, controls, and responsibilities regarding access documented?

User access criteria, procedures, controls, and responsibilities are documented as part of the ATO process.

2.4c Does access require manager approval?

Access requires manager approval.

2.4d Is access to the PII being monitored, tracked, or recorded?

Access to PII is monitored, tracked, and recorded as part of user access protocols.

2.4e Who is responsible for assuring safeguards for the PII?

All authorized users are responsible for assuring safeguards for the PII. Authorized users will be provided training as to the appropriate use of PETALS/PETALS CS.

Section 3. Retention of Information

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

3.1 What information is retained?

*Identify and list all information collected from question 1.1 that is **retained** by the system.*

This question is related to privacy controls DM-1, Minimization of Personally Identifiable Information, and DM-2, Data Retention and Disposal

Name, date of birth, personal mailing address, personal phone number(s), personal email address, emergency contact information (name, phone number, etc. of a different individual), financial information, medications, medical records, race/ethnicity, gender, military history/service connection, next of kin, and other data elements (dates of care and interactions; location or physical address; other unique identifying number, characteristic, or code such as study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight).

3.2 How long is information retained?

*In some cases, VA may choose to retain files in active status and archive them after a certain period of time. State active file retention periods, as well as archived records, in number of years, for the information and record types. For example, financial data held within your system may have a different retention period than medical records or education records held within your system, please be sure to list each of these retention periods. **The VA records officer should be consulted early in the development process to ensure that appropriate retention and destruction schedules are implemented.** If the system is using cloud technology, will it be following the NARA approved*

retention length and schedule? This question is related to privacy control DM-2, Data Retention and Disposal.

Data collected for each individual project in PETALS will be retained for the duration of the individual project, and retained in the PETALS parent application as part of research records for the required period of at least 6 years after the end of the fiscal year when the project was completed, following guidance of VHA Record Control Schedule 10-1, Item 8300.6 ([VHA Record Control Schedule \(RCS 10-1\)](#)). The data will only remain on the PETALS CS for approximately 15 minutes before being transferred to the PETALS parent application.

3.3 Has the retention schedule been approved by the VA records office and the National Archives and Records Administration (NARA)?

An approved records schedule must be obtained for any IT system that allows the retrieval of a record via a personal identifier. The VA records officer will assist in providing a proposed schedule. The schedule must be formally offered to NARA for official approval. Once NARA approves the proposed schedule, the VA records officer will notify the system owner. Please work with the system Privacy Officer and VA Records Officer to answer these questions.

This question is related to privacy control DM-2, Data Retention and Disposal.

3.3a Are all records stored within the system of record indicated on an approved disposition authority?

Yes

3.3b Please indicate each records retention schedule, series, and disposition authority?

Research records will be retained in the PETALS parent application for the required period of at least 6 years, as defined by the Department of Veterans Affairs Records Control Schedule 10-1 (Item Number: 8300.6; Disposition Authority: DAA-0015-2015-0004, item 0032).

3.4 What are the procedures for the elimination or transfer of SPI?

Explain how records are destroyed, eliminated or transferred to NARA at the end of their mandatory retention period. Please give the details of the process. For example, are paper records shredded on site, or by a shredding company and accompanied by a certificate of destruction, etc.? This question is related to privacy control DM-2, Data Retention and Disposal.

Paper documents are destroyed to an unreadable state in accordance with the Department of Veterans' Affairs VA Directive 6371, (April 8, 2014), <https://www.va.gov/vapubs>. Electronic data and files of any type, including Protected Health Information (PHI), Sensitive Personal Information (SPI), Human Resources records, and more are destroyed in accordance with VA Directive 6500 VA Cybersecurity Program (February 24, 2021) and VA Handbook 6500.1 Electronic Media Sanitization. When required, this data is deleted from their file location and then permanently deleted from the deleted items or Recycle bin. Magnetic media is wiped and sent out for destruction. Digital media is shredded or sent out for destruction.

https://www.va.gov/vapubs/search_action.cfm?dType=1.

3.5 Does the system, where feasible, use techniques to minimize the risk to privacy by using PII for research, testing, or training?

Organizations often use PII for testing new applications or information systems prior to deployment. Organizations also use PII for research purposes and for training. These uses of PII increase the risks associated with the unauthorized disclosure or misuse of the information. Please explain what controls have been implemented to protect PII used for testing, training and research. This question is related to privacy control DM-3, Minimization of PII Used in Testing, Training and Research.

PETALS/PETALS CS is supporting individual projects which may involve research and evaluation initiatives, so individuals enrolled in PETALS projects may have PII used for research. PII will not be used for testing or training. Only authorized users will be accessing PETALS/PETALS CS.

3.6 PRIVACY IMPACT ASSESSMENT: Retention of information

Discuss the risks associated with the length of time data is retained and what steps, if any, are currently being taken to mitigate those identified risks. (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).

While we understand that establishing retention periods for records is a formal process, there are policy considerations behind how long a project keeps information. The longer a project retains information, the longer it needs to secure the information and assure its accuracy and integrity. The proposed schedule should match the requirements of the Privacy Act to keep the minimum amount of PII for the minimum amount of time, while meeting the Federal Records Act. The schedule should align with the stated purpose and mission of the system.

Consider the following FIPPs below to assist in providing a response:

Principle of Minimization: Does the project retain only the information necessary for its purpose? Is the PII retained only for as long as necessary and relevant to fulfill the specified purposes?

Principle of Data Quality and Integrity: Has the PIA described policies and procedures for how PII that is no longer relevant and necessary is purged?

This question is related to privacy controls DM-1, Minimization of Personally Identifiable Information, and DM-2, Data Retention and Disposal.

Follow the format below:

Privacy Risk: The records will be retained for the duration required. The longer the length of data retention the greater the risk of unauthorized access or misuse.

Mitigation: PETALS CS retains only the information necessary for approximately 15 minutes before transfer to the PETALS parent application, where only the information necessary is retained for the duration of the individual projects and the required retention period following VHA Record Control Schedule (RCS 10-1). Electronic data files will be deleted at the end of the required retention period in accordance with Directive 6500.

Section 4. Internal Sharing/Receiving/Transmitting and Disclosure

The following questions are intended to define the scope of information sharing/receiving/transmitting within VA.

4.1 With which internal organizations is information shared/received/transmitted? What information is shared/received/transmitted, and for what purpose? How is the information transmitted?

NOTE: Question 3.9 (second table) on Privacy Threshold Analysis should be used to answer this question.

Identify and list the names of any program offices, contractor-supported IT systems, and any other organization or IT system within VA with which information is shared.

State the purpose for the internal sharing. If you have specific authority to share the information, provide a citation to the authority.

For each interface with a system outside your program office, state what specific data elements (PII/PHI) are shared with the specific program office, contractor-supported IT system, and any other organization or IT system within VA.

Describe how the information is transmitted. For example, is the information transmitted electronically, by paper, or by some other means? Is the information shared in bulk, on a case-by-case basis, or does the sharing partner have direct access to the information?

This question is related to privacy controls AP-2, Purpose Specification, AR-3, Privacy Requirements for Contractors and Service Providers, AR-8, Accounting of Disclosures, TR-1, Privacy Notice, and UL-1, Internal Use.

Data Shared with Internal Organizations

List the Program Office or IT System information is shared/received with	List the purpose of the information being shared /received with the specified program office or IT system	List the specific PII/PHI data elements that are processed (shared/received/transmitted) with the Program Office or IT system	Describe the method of transmittal
VA Staff PETALS	To achieve each individual project’s protocol and for data analysis.	Name, date of birth, personal mailing address, personal phone number(s), personal email address, emergency contact information (name, phone number, etc. of a different individual), financial information, medications, medical records, race/ethnicity, gender, military history/service connection, next of kin and other data elements (dates of care and interactions; location or physical address; other unique identifying number, characteristic, or code such as	Electronic (HTTPS), manual entry input and export, Microsoft Azure Function Apps/Flows

<i>List the Program Office or IT System information is shared/received with</i>	<i>List the purpose of the information being shared /received with the specified program office or IT system</i>	<i>List the specific PII/PHI data elements that are processed (shared/received/transmitted) with the Program Office or IT system</i>	<i>Describe the method of transmittal</i>
		study/project ID numbers; biometric information (e.g., voice); and other data elements that have been approved by an individual project’s research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight).	

4.2 PRIVACY IMPACT ASSESSMENT: Internal sharing and disclosure

Discuss the privacy risks associated with the sharing of information within the Department and what steps, if any, are currently being taken to mitigate those identified risks. (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).

This question is related to privacy control UL-1, Internal Use.

Follow the format below:

Privacy Risk: The privacy risk includes the risk that the SPI is release to unauthorized individuals.

Mitigation: Only authorized users will have access to PETALS/PETALS CS. Authorized users will only have access to the projects that they are assigned to. User access will be reviewed by the PETALS/PETALS CS approval staff and will be removed when access is no longer needed or when they leave their position.

Section 5. External Sharing/Receiving and Disclosure

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

5.1 With which external organizations (outside VA) is information shared/received? What information is shared/received, and for what purpose? How is the information transmitted and what measures are taken to ensure it is secure?

Is the sharing of information outside the agency compatible with the original collection? If so, is it covered by an appropriate routine use in a SORN? If not, please describe under what legal

mechanism the IT system is allowed to share the information in identifiable form or personally identifiable information outside of VA.

NOTE: Question 3.10 on Privacy Threshold Analysis should be used to answer this question.

Identify and list the names of any Federal, State, or local government agency or private sector organization with which information is shared.

For each interface with a system outside VA, state what specific data elements (PII/PHI) are shared with each specific partner.

What legal mechanisms, authoritative agreements, documentation, or policies are in place detailing the extent of the sharing and the duties of each party? For example, is the sharing of data compatible with your SORN? Then list the SORN and the applicable routine use from the SORN. Is there a Memorandum of Understanding (MOU), Computer Matching Agreement (CMA), or law that mandates the sharing of this information?

Describe how the information is transmitted to entities external to VA and what security measures have been taken to protect it during transmission.

This question is related to privacy control UL-2, Information Sharing with Third Parties

Data Shared with External Organizations

<i>List External Program Office or IT System information is shared/received with</i>	<i>List the purpose of information being shared / received / transmitted with the specified program office or IT system</i>	<i>List the specific PII/PHI data elements that are processed (shared/received/transmitted)with the Program or IT system</i>	<i>List the legal authority, binding agreement, SORN routine use, etc. that permit external sharing (can be more than one)</i>	<i>List the method of transmission and the measures in place to secure data</i>
N/A	N/A	N/A	N/A	N/A

5.2 PRIVACY IMPACT ASSESSMENT: External sharing and disclosure

Discuss the privacy risks associated with the sharing of information outside the Department and what steps, if any, are currently being taken to mitigate those identified risks.

If no External Sharing listed on the table above, (State there is no external sharing in both the risk and mitigation fields).

Discuss whether access controls have been implemented and whether audit logs are regularly reviewed to ensure appropriate sharing outside of the Department. For example, is there a Memorandum of Understanding (MOU), contract, or agreement in place with outside agencies or foreign governments.

Discuss how the sharing of information outside of the Department is compatible with the stated purpose and use of the original collection.

This question is related to privacy control AR-2, Privacy Impact and Risk Assessment, AR-3, Privacy Requirements for Contractors and Service Providers, and AR-4, Privacy Monitoring and Auditing

Follow the format below:

Privacy Risk: There is no external sharing.

Mitigation: There is no external sharing.

Section 6. Notice

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

6.1 Was notice provided to the individual before collection of the information? If yes, please provide a copy of the notice as an Appendix-A 6.1 on the last page of the document. Also provide notice given to individuals by the source system (A notice may include a posted privacy policy, a Privacy Act notice on forms, or a system of records notice published in the Federal Register.) If notice was not provided, why not?

These questions are related to privacy control TR-1, Privacy Notice, and TR-2, System of Records Notices and Privacy Act Statements, and TR-3, Dissemination of Privacy Program Information.

6.1a This question is directed at the notice provided before collection of the information. This refers to whether the person is aware that his or her information is going to be collected. A notice may include a posted privacy policy, a Privacy Act statement on forms, or a SORN published in the Federal Register, Notice of Privacy Practice provided to individuals for VHA systems. If notice was provided in the Federal Register, provide the citation.

https://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=9946 [VHA Handbook 1605.04: Notice of Privacy Practices](#)

The collection of information by PETALS/PETALS CS will be explained as part of each individual project's enrollment process. PETALS/PETALS CS staff may train authorized users from each individual project and provide assistance in troubleshooting. Authorized users from individual projects may contact participants and confirm their interest in enrolling in the project. Authorized users from each individual project may distribute a letter explaining their project and allow for sufficient time for participants to decline participation.

6.1b If notice was not provided, explain why. If it was provided, attach a copy of the current notice.

Authorized users from individual projects using PETALS/PETALS CS will provide notice as part of the project's enrollment procedures as required and approved by each individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight. A copy of the notices from the programs are not currently available.

6.1c Describe how the notice provided for the collection of information is adequate to inform those affected by the system that their information has been collected and is being used appropriately. Provide information on any notice provided on forms or on Web sites associated with the collection.

Notice provided as part of each individual project's enrollment procedures will be reviewed and approved by each individual project's research office, institutional review board, Research & Development Committee (RDC), and/or other approving authority providing oversight. Some individual projects may utilize HIPAA authorization forms and/or informed consent forms.

6.2 Do individuals have the opportunity and right to decline to provide information? If so, is a penalty or denial of service attached?

This question is directed at whether the person from or about whom information is collected can decline to provide the information and if so, whether a penalty or denial of service is attached. This question is related to privacy control IP-1, Consent, IP-2, Individual Access, and IP-3, Redress.

Individuals will have the opportunity and right to decline participation in the project without penalty.

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

This question is directed at whether an individual may provide consent for specific uses, or the consent is given to cover all uses (current or potential) of his or her information. If specific consent is required, how would the individual consent to each use? This question is related to privacy control IP-1, Consent.

Individuals will not have the right to consent to particular uses of the information. Individuals can choose to participate in the individual project or they can choose to decline participation.

6.4 PRIVACY IMPACT ASSESSMENT: Notice

Describe the potential risks associated with potentially insufficient notice and what steps, if any, are currently being taken to mitigate those identified risks. (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).

Consider the following FIPPs below to assist in providing a response:

Principle of Transparency: Has sufficient notice been provided to the individual?

Principle of Use Limitation: Is the information used only for the purpose for which notice was provided either directly to the individual or through a public notice? What procedures are in place to ensure that information is used only for the purpose articulated in the notice?

This question is related to privacy control TR-1, Privacy Notice, AR-2, Privacy Impact and Risk Assessment, and UL-1, Internal Use.

Follow the format below:

Privacy Risk: Risks include inadvertent enrollments in PETALS/PETALS CS.

Mitigation: Individuals being invited to participate in a project in PETALS will be given sufficient time to decline participation in the project(s) to prevent any inadvertent enrollments in the PETALS parent application. Authorized users from the individual projects may send notice to potential project participants via letter, or may contact potential participants directly regarding project enrollment.

Section 7. Access, Redress, and Correction

The following questions are directed at an individual's ability to ensure the accuracy of the information collected about him or her.

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

These questions are related to privacy control IP-2, Individual Access, and AR-8, Accounting of Disclosures.

7.1a Cite any procedures or regulations your program has in place that allow access to information. These procedures, at a minimum, should include the agency's FOIA/Privacy Act practices, but may also include additional access provisions. For example, if your program has a customer satisfaction unit, that information, along with phone and email contact information, should be listed in this section in addition to the agency's procedures. See 5 CFR 294 and the VA FOIA Web page at <http://www.foia.va.gov/> to obtain information about FOIA points of contact and information about agency FOIA processes.

During each individual project's enrollment process, project participants will be given information on how to contact the individual project's staff regarding their participation in the project. This process is determined by each individual project. Additional information about PETALS and how to contact PETALS staff can be found on the PETALS website (<https://www.annarbor.hsrdr.research.va.gov/ANNARBORHSRDRESEARCH/PETALS.asp>).

7.1b If the system is exempt from the access provisions of the Privacy Act, please explain the basis for the exemption or cite the source where this explanation may be found, for example, a Final Rule published in the Code of Federal Regulations (CFR)?

FOIA requests will be coordinated with the FOIA Officer at the VA medical facility location in which the project's principal investigator is located or the VA medical facility study site. Staff from each individual project and PETALS/PETALS CS staff will work together to provide information to the FOIA Officer.

7.1c If the system is not a Privacy Act system, please explain what procedures and regulations are in place that covers an individual gaining access to his or her information?

FOIA requests will be coordinated with the FOIA Officer at the VA medical facility location in which the program's principal investigator is located or the VA medical facility study site. Staff from each individual project and PETALS/PETALS CS staff will work together to provide information to the FOIA Officer.

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

Describe the procedures and provide contact information for the appropriate person to whom such issues should be addressed? If the correction procedures are the same as those given in question 7.1, state as much. This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Authorized users in the individual projects may correct inaccurate or erroneous information. Authorized users can also contact the PETALS staff if they need help correcting any inaccurate or erroneous information. Additional information about PETALS and how to contact PETALS staff can be found on the PETALS website (<https://www.annarbor.hsr.d.research.va.gov/ANNARBORHSRDRESEARCH/PETALS.asp>).

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

How are individuals made aware of the procedures for correcting his or her information? This may be through notice at collection or other similar means. This question is meant to address the risk that even if procedures exist to correct information, if an individual is not made fully aware of the existence of those procedures, then the benefits of the procedures are significantly weakened. This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Individual participants will be notified as part of each individual project's enrollment process to contact staff from the individual projects if their information needs to be updated. This contact information will be provided by each individual project.

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

*Redress is the process by which an individual gains access to his or her records and seeks corrections or amendments to those records. Redress may be provided through the Privacy Act and Freedom of Information Act (FOIA), and also by other processes specific to a program, system, or group of systems. **Example: Some projects allow users to directly access and correct/update their information online. This helps ensure data accuracy.***

This question is related to privacy control IP-3, Redress, and IP-4, Complaint Management.

Individual participants may contact staff from the individual projects to discuss corrections/updates to their information. Individual participants will be notified as part of each individual project's enrollment process how to contact the individual project's staff if their information needs to be updated. This contact information will be provided by each individual project.

7.5 PRIVACY IMPACT ASSESSMENT: Access, redress, and correction

*Discuss what risks there currently are related to the Department's access, redress, and correction policies and procedures for this system and what, if any, steps have been taken to mitigate those risks. **For example, if a project does not allow individual access, the risk of inaccurate data needs to be discussed in light of the purpose of the project. For example, providing access to ongoing law enforcement activities could negatively impact the program's effectiveness because the individuals involved might change their behavior.** (Work with your System ISSO to complete all Privacy Risk questions inside the document this section).*

Consider the following FIPPs below to assist in providing a response:

Principle of Individual Participation: Is the individual provided with the ability to find out whether a project maintains a record relating to him?

Principle of Individual Participation: If access and/or correction is denied, then is the individual provided notice as to why the denial was made and how to challenge such a denial?

Principle of Individual Participation: Is there a mechanism by which an individual is able to prevent information about him obtained for one purpose from being used for other purposes without his knowledge?

This question is related to privacy control IP-3, Redress.

Follow the format below:

Privacy Risk: Risks include inaccurate data reported by the participant.

Mitigation: As part of each individual project's enrollment process, individual participants will be given information about the project and contact information for the project's staff in case they have questions. Individual participants will be able to contact the individual project's staff if corrections to the information reported is needed.

Section 8. 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?

These questions are related to privacy control AR-7, Privacy-Enhanced System Design and Development.

8.1a Describe the process by which an individual receives access to the system?

Only authorized users will have access to PETALS/PETALS CS. Users will complete a user access form (VA 9957 form, snow ticket, or equivalent) to request access to components in PETALS/PETALS CS. Only authorized users will be given access to PETALS/PETALS CS, and only to the areas related to their project/duties.

8.1b Identify users from other agencies who may have access to the system and under what roles these individuals have access to the system. Who establishes the criteria for what PII can be shared?

External users/users from other agencies will not have access to PETALS/PETALS CS.

8.1c Describe the different roles in general terms that have been created to provide access to the system? For example, certain users may have "read-only" access while others may be permitted to make certain amendments or changes to the information.

Authorized users will have access to enter/modify information only in the areas related to their project/duties.

8.2 Will VA contractors have access to the system and the PII? If yes, what involvement will contractors have with the design and maintenance of the system? Has a contractor

confidentiality agreement, Business Associate Agreement (BAA), or a Non-Disclosure Agreement (NDA) been developed for contractors who work on the system?

If so, how frequently are contracts reviewed and by whom? Describe the necessity of the access provided to contractors to the system and whether clearance is required. If Privacy Roles and Responsibilities have been established to restrict certain users to different access levels, please describe the roles and associated access levels. Explain the need for VA contractors to have access to the PII. This question is related to privacy control AR-3, Privacy Requirements for Contractors, and Service Providers.

VA contract employee access is verified through the Contracting Officer's Representative (COR) and other VA supervisory/administrative personnel before access is granted to any VA system. Contractor access is reviewed annually at a minimum. All contractors and employees will complete and sign a non-disclosure agreement (NDA) as appropriate. The contractors who provide support to the system are required to complete annual VA Privacy and Information Security and Rules of Behavior (ROB) training/signature via the VA Talent Management System (TMS). All contractors are vetted using the VA background investigation process and must obtain the appropriate level background investigation for their role. Contractors with systems administrative access are required to complete additional role-based training prior to gaining system administrator access. Generally, contracts are reviewed at the start of the initiation phase of acquisitions and again during procurement of option years by the Contracting Officer, Information Security Officer, Privacy Officer, COR, Procurement Requestor/Program Manager and any other stakeholders required for approval of the acquisition. Contracts generally have an average duration of 1-3 years and may have option years stipulated in the original contract.

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

VA offers privacy and security training. Each program or system may offer training specific to the program or system that touches on information handling procedures and sensitivity of information. Please describe how individuals who have access to PII are trained to handle it appropriately. This question is related to privacy control AR-5, Privacy Awareness and Training.

Authorized users are required to complete annual VA HIPAA training, VA Privacy and Information Security and Rules of Behavior (ROB) training/signature via the VA Talent Management System (TMS).

8.4 Has Authorization and Accreditation (A&A) been completed for the system?

8.4a If Yes, provide:

- 1. The Security Plan Status: In Process*
- 2. The System Security Plan Status Date: TBD*
- 3. The Authorization Status: In Process*
- 4. The Authorization Date: TBD*
- 5. The Authorization Termination Date: TBD*
- 6. The Risk Review Completion Date: TBD*
- 7. The FIPS 199 classification of the system (LOW/MODERATE/HIGH): Moderate*

Please note that all systems containing SPI are categorized at a minimum level of “moderate” under Federal Information Processing Standards Publication 199.

8.4b If No or In Process, provide your **Initial Operating Capability (IOC) date**.
12/31/2024

Section 9 – Technology Usage

The following questions are used to identify the technologies being used by the IT system or project.

9.1 Does the system use cloud technology? If so, what cloud model is being utilized?

If so, Does the system have a FedRAMP provisional or agency authorization? If the system does use cloud technology, but does not have FedRAMP authorization, explain how the Cloud Service Provider (CSP) solution was assessed and what FedRAMP documents and processes were used for the assessment in order to comply with VA Handbook 6517. Types of cloud models include: Software as a Service (SaaS), Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Commercial off the Shelf (COTS), Desktop as a Service (DaaS), Mobile Backend as a Service (MBaaS), Information Technology Management as a Service (ITMAaS). This question is related to privacy control UL-1, Information Sharing with Third Parties.

Note: For systems utilizing the VA Enterprise Cloud (VAEC), no further responses are required after 9.1. (Refer to question 3.3.1 of the PTA)

VAEC Microsoft Azure Government (VAEC Azure). Cloud SaaS, FedRAMP Package ID F1603087869. Microsoft Azure Commercial Cloud, FedRAMP Package ID F1209051525.

9.2 Does the contract with the Cloud Service Provider, Contractors and VA customers establish who has ownership rights over data including PII? (Provide contract number and supporting information about PII/PHI from the contract). (Refer to question 3.3.2 of the PTA) This question is related to privacy control AR-3, Privacy Requirements for Contractors, and Service Providers.

Per note above for systems utilizing VAEC, no further details are required.

9.3 Will the CSP collect any ancillary data and if so, who has ownership over the ancillary data?

Per NIST 800-144, cloud providers hold significant details about the accounts of cloud consumers that could be compromised and used in subsequent attacks. Ancillary data also involves information the cloud provider collects or produces about customer-related activity in the cloud. It includes data collected to meter and charge for consumption of resources, logs and audit trails, and other such metadata that is generated and accumulated within the cloud environment.

This question is related to privacy control DI-1, Data Quality.

Per note above for systems utilizing VAEC, no further details are required.

9.4 NIST 800-144 states, “Organizations are ultimately accountable for the security and privacy of data held by a cloud provider on their behalf.” Is this principle described in contracts with customers? Why or why not?

What are the roles and responsibilities involved between the organization and cloud provider, particularly with respect to managing risks and ensuring organizational requirements are met? This question is related to privacy control AR-3, Privacy Requirements for Contractors and Service Providers.

Per note above for systems utilizing VAEC, no further details are required.

9.5 If the system is utilizing Robotics Process Automation (RPA), please describe the role of the bots.

Robotic Process Automation is the use of software scripts to perform tasks as an automated process that executes in parallel with or in place of human input. For example, will the automation move or touch PII/PHI information. RPA may also be referred to as “Bots” or Artificial Intelligence (AI).

Per note above for systems utilizing VAEC, no further details are required.

Section 10. References

Summary of Privacy Controls by Family

Summary of Privacy Controls by Family

ID	Privacy Controls
AP	Authority and Purpose
AP-1	Authority to Collect
AP-2	Purpose Specification
AR	Accountability, Audit, and Risk Management
AR-1	Governance and Privacy Program
AR-2	Privacy Impact and Risk Assessment
AR-3	Privacy Requirements for Contractors and Service Providers
AR-4	Privacy Monitoring and Auditing
AR-5	Privacy Awareness and Training
AR-7	Privacy-Enhanced System Design and Development
AR-8	Accounting of Disclosures
DI	Data Quality and Integrity
DI-1	Data Quality
DI-2	Data Integrity and Data Integrity Board
DM	Data Minimization and Retention
DM-1	Minimization of Personally Identifiable Information
DM-2	Data Retention and Disposal
DM-3	Minimization of PII Used in Testing, Training, and Research
IP	Individual Participation and Redress
IP-1	Consent
IP-2	Individual Access
IP-3	Redress
IP-4	Complaint Management
SE	Security
SE-1	Inventory of Personally Identifiable Information
SE-2	Privacy Incident Response
TR	Transparency
TR-1	Privacy Notice
TR-2	System of Records Notices and Privacy Act Statements
TR-3	Dissemination of Privacy Program Information
UL	Use Limitation
UL-1	Internal Use
UL-2	Information Sharing with Third Parties

Signature of Responsible Officials

The individuals below attest that the information they provided in this Privacy Impact Assessment is true and accurate.

Privacy Officer, Michelle Christiano

Information System Security Officer, Stuart Chase

Information System Owner, Nicolle Marinec

APPENDIX A-6.1

Notice for the collection of information will be provided as part of each individual project's enrollment procedures as required and approved by each individual project's research office, institutional review board, Research & Development Committee (RDC), and/or approving authority providing oversight. Some individual projects may utilize HIPAA authorization forms and/or informed consent forms. VHA patients also receive a copy of the VHA Notice of Privacy Practices ([NOPP](#)).

HELPFUL LINKS:

General Records Schedule

<https://www.archives.gov/records-mgmt/grs.html>

National Archives (Federal Records Management):

<https://www.archives.gov/records-mgmt/grs>

VA Publications:

<https://www.va.gov/vapubs/>

VA Privacy Service Privacy Hub:

<https://dvagov.sharepoint.com/sites/OITPrivacyHub>

Notice of Privacy Practice (NOPP):

[VHA Notice of Privacy Practices](#)

[VHA Handbook 1605.04: Notice of Privacy Practices](#)