



U.S. Department of Transportation

Privacy Impact Assessment
Federal Aviation Administration (FAA)
Office of Policy, International Affairs, and Environment
(APL)
Aviation Noise Complaint & Inquiry Response
(ANCIR) System

Responsible Official

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Executive Summary

The Federal Aviation Administration (FAA) Aircraft Noise Complaint and Inquiry Response (ANCIR) system is an application which serves as the agency-wide tracking system to automate the aircraft noise complaint and inquiry processes for members of the public. ANCIR operates under Public Law 104-264, Section 1210 Federal Aviation Reauthorization Act of 1996; 49 United States Code (U.S.C.) § 40101 Public Law 112-95, Section 510; and Public Law 115-254 Section 180 FAA Reauthorization Act of 2018.

This Privacy Impact Assessment (PIA) was developed pursuant to Section 208 of the [E-Government Act of 2002](#) because the FAA collects, uses, and maintains Personally Identifiable Information (PII), such as name, event location (cross street or home address), phone number, and email address from members of the public who submit noise complaints via ANCIR. ANCIR also maintains PII on FAA employees and contractors who manage the program.

What is a Privacy Impact Assessment?

The Privacy Act of 1974 articulates concepts for how the federal government should treat individuals and their information and imposes duties upon federal agencies regarding the collection, use, dissemination, and maintenance of personally identifiable information (PII). The E-Government Act of 2002, Section 208, establishes the requirement for agencies to conduct privacy impact assessments (PIAs) for electronic information systems and collections. The assessment is a practical method for evaluating privacy in information systems and collections, and documented assurance that privacy issues have been identified and adequately addressed. The PIA is an analysis of how information is handled to—i) ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy; ii) determine the risks and effects of collecting, maintaining and disseminating information in identifiable form in an electronic information system; and iii) examine and evaluate protections and alternative processes for handling information to mitigate potential privacy risks.¹

Conducting a PIA ensures compliance with laws and regulations governing privacy and demonstrates the DOT's commitment to protect the privacy of any personal information we collect, store, retrieve, use and share. It is a comprehensive analysis of how the DOT's electronic information systems and collections handle personally identifiable information (PII). The goals accomplished in completing a PIA include:

- *Making informed policy and system design or procurement decisions. These decisions must be based on an understanding of privacy risk, and of options available for mitigating that risk;*

¹Office of Management and Budget's (OMB) definition of the PIA taken from guidance on implementing the privacy provisions of the E-Government Act of 2002 (see OMB memo of M-03-22 dated September 26, 2003).



- *Accountability for privacy issues;*
- *Analyzing both technical and legal compliance with applicable privacy law and regulations, as well as accepted privacy policy; and*
- *Providing documentation on the flow of personal information and information requirements within DOT systems.*

Upon reviewing the PIA, you should have a broad understanding of the risks and potential effects associated with the Department activities, processes, and systems described and approaches taken to mitigate any potential privacy risks.

Introduction & System Overview

The National Airspace System helps people and goods travel safely and freely. While there are many benefits to air travel, aviation noise can be a concern for communities. The FAA is limited by the simple reality that aircraft make noise. Addressing this concern requires collaboration among the FAA, air carriers, airports, aircraft manufacturers, research universities, other stakeholders and industry partners, local communities, and elected officials. Decisions about flight times, number of operations, and aircraft type are in the scope of private industry. Airport location is a function of local land use planning. Runway alignment is determined by the prevailing winds at that specific location. The FAA strives to reduce noise in ways within the FAA's purview, including conducting noise research and working with aviation stakeholders and local communities.

One of the ways that the FAA helps fulfill this mission is by use of the ANCIR system, which is an application that functions as the agency's comprehensive tracking system, streamlining the processes for handling aircraft noise complaints and inquiries from the public.

ANCIR is a hosted application on the FAA AIT MyITSM ServiceNow Platform as a Service (PaaS). This PIA only covers ANCIR and does not address all the application and data sets within the FAA MyITSM ServiceNow Platform. The ANCIR helps the FAA in responding to members of the public when a noise complaint is submitted in ANCIR to help facilitate a more efficient and consistent response for various complaint types. ANCIR records include files, correspondence, supporting documentation, and other related records accumulated for the purpose of processing aircraft noise complaints and inquiries. The system may also contain Hotline Tips and Aircraft Identification² (N-Numbers) records.

Any of these records may be added to ANCIR via document uploads and are used as supplements to a noise complaint case file.

INDIVIDUALS SUBMITTING A COMPLAINT (COMPLAINANTS):

² The individual filing the complaint sometimes provides the N-Number of the offending aircraft.



Complainants are not required to create a user account. No username or password is needed. The ANCIR application at Uniform Resource Locator (URL) https://ancir.faa.gov/ancir?id=ancir_sc_cat_item&sys_id=6149ade187a1f550b0d987b9cebb357e serves to collect the required information that is unique to each Complainant who enters a complaint. A Complaint record is automatically generated upon submittal and can be retrieved (internally by FAA employees only) by the record number or by identifiers such as the Complainant's PII. Before the Complainant can proceed to submit a complaint, the Complainant must agree that they reviewed the ANCIR Privacy Act Statement (PAS). The PAS statement appears as a pop-up message once you navigate above URL.

Reporting through ANCIR is voluntary and only used if members of the public want to submit a noise complaint or inquiry to the FAA. The Complainant must enter their name, email address, event location (cross street) or home address, a description of the complaint; complete the Completely Automated Public Turing test (CAPTCHA) to verify the user is a human; and finally, they must submit the complaint. Other than the required PII, no other Complainant PII is required to submit a complaint. Complainants are advised not to provide any additional information beyond what is required.

WAYS TO SUBMIT A COMPLAINT:

There are four ways for a member of the public to submit a noise complaint or inquiry:

- ANCIR program at URL
https://ancir.faa.gov/ancir?id=ancir_sc_cat_item&sys_id=6149ade187a1f550b0d987b9cebb357e
- Via email to the FAA Aircraft Noise Ombudsman at 9-awa-noiseombudsman@faa.gov
- Via phone: (202) 267-3521
- Via postal mail:

Federal Aviation Administration
Aircraft Noise Ombudsman, ARA-2,
800 Independence Ave. S.W.
Washington, DC 20591

COMPLAINT PROCESS:

Complainants who wish to submit a noise complaint use the ANCIR web form via the above URL to enter their complaint so that the FAA can respond to the Complainant. The ANCIR application collects the following data from the Complainant: name, email address, event location (cross street) or home address, and a description of the complaint. Once submitted, a Complaint Record Number is automatically generated by the ANCIR application. The data is stored in the ANCIR database. The required fields in ANCIR represent the minimum



amount of information the FAA needs to address the public's noise complaint or inquiry.

Required Fields a member of public must submit in a noise complaint:

- First Name
- Last Name
- Email
- Event Address/Cross Street
- State/Territory
- City
- Zip Code
- Approximate Start Date/Time
- Description/Questions
- Did you contact the local airport?

It is important to know the Complainant's name and email address to respond to and track the complaint. The FAA will not respond to duplicate complaints from the same person more than once for a noise complaint case submitted multiple times. The address or cross street is needed by the FAA to determine potential sources of the aircraft noise issues, as most people complain about aircraft in the vicinity of their residence. The description is used to provide additional details for the FAA to better address the complaint or question.

Required information also includes the event start/stop dates and times, and any other questions the Complainant may have. Additional optional information may be included, such as aircraft type/description, supporting documents, and any contact the Complainant had with the airport or other officials. The supporting documents can vary and may include emails, images of radar track data or other information, or attachments the Complainant includes in their complaint. The attachments may contain PII at the Complainant's discretion, such as photos of individuals; photos of aircraft, which include the aircraft registration number; photos of their home captured in supporting documents, documents with addresses, etc.

The FAA's Regional Administrator's Offices and the Regional Noise Ombudsman serve as liaisons with the public on issues regarding aircraft noise. If the resident has a specific question, comment, concern, or complaint that cannot be answered or addressed by any of the methods above, they should contact the Aircraft Noise Ombudsman and provide the following (phone complaints are handled as part of this ombudsman process):

- **Your First and Last Name** — Required (PII)
- **Your Email Address** – Required (PII)
- **Street Address or Cross Streets** — Please provide the street address or cross streets where the event(s) occurred. The FAA can more accurately research and determine a cause of an event(s) if more accurate details are provided. This information is important not only in determining the initial cause of an event(s), but also to track continual occurrences that can point to a systemic issue. This address may be the Complainant's home address. Required (PII)



- **Zip code** — Please provide the zip code in which the event(s) occurred. This may be the Complainant's Zip code. Required (PII)
- **State** — Please provide the state name in which the event(s) occurred. This may be the Complainant's State location. Required (PII)
- **Approximate Start Date and Time of Event** — The times and dates you are experiencing the noise disturbance. Approximate Start Time/Date of the event is required. (Not considered PII)
- **Approximate End Date and Time of Event** — The times and dates you are experiencing the noise disturbance. Approximate Start Time/Date is Optional for the event. (Not considered PII)
- **Description/Questions** — Please describe the event and the location of the event(s) as best you can. Required to provide details or ask questions about the event. Required. (Not considered PII)
- **The type of aircraft causing the complaint** (i.e., jet, helicopters, propeller, unknown). Optional. (Not considered PII)
- **Aircraft Description** — Please provide any additional details to help describe the aircraft, including color, number and placement of large wings (top, middle, bottom of aircraft), and number and placement of engines (tail, body, wing). This may include the aircraft N-Number or Aircraft Registration Number ID. ANCIR does not connect to the Aircraft Registry. Optional. (Not considered PII)
- **Airport Source** — Please provide the airport name that the aircraft departed from or was heading to (if known). This is the airport that you believe the inquiry is associated with. Required. (Not considered PII)
- **Repeat Occurrence (optional)** — Please indicate if this is a repeat occurrence (Yes/No). Optional. (Not considered PII)
- **Did you contact the local airport** – (Yes/No) Required for correspondence on the event. (Not considered PII)
- **Officials Contacted to Date** — Please indicate whether any additional government officials were contacted and include their name, office title, and how they were contacted (such as email, letter, or phone). Optional. (Not considered PII)

Occasionally a noise complaint is submitted via email. Once a complaint is submitted to FAA via email or physical mail, an ANCIR team member (FAA employee/contractor) enters the information from the email or mailed item into ANCIR, creating a new complaint



record. ANCIR becomes the system of record for the complaint submitted via email or physical mail. The complaint can then be processed and responded to from within ANCIR.

1. The ANCIR provides email notifications to Complainants who have submitted a noise complaint. Only the Complainant Contact Name, Contact Email, Event Location, and the Complaint Description pass through the FAA Mail Relay. Email correspondence data is not shared with or retained by the FAA Mail Relay. All complaint case data is stored in ANCIR to include the email addresses and email correspondence with the complainant.
2. After the noise complaint or inquiry is confirmed, the FAA Regional Administrator Office assigns actions to FAA Staff Offices and FAA Lines of Business to develop a response.
3. The Regional Administrator's Office staff then determines if the complaint or inquiry has an appropriate resolution.
4. An email resolution is provided to the Complainant, as well as other appropriate participants within the FAA.
5. The data remains in the ANCIR application until the resolution is complete or until the data retention period has expired. In either case, the information will then be destroyed. During this process a Complaint Record Number is generated, but the complaint can also be looked up internally, by FAA employees only, by other identifiers, such as the Complainant's contact PII.

Fair Information Practice Principles (FIPPs) Analysis

The DOT PIA template is based on the fair information practice principles (FIPPs). The FIPPs, rooted in the tenets of the Privacy Act, are mirrored in the laws of many U.S. states, as well as many foreign nations and international organizations. The FIPPs provide a framework that will support DOT efforts to appropriately identify and mitigate privacy risk. The FIPPs-based analysis conducted by DOT is predicated on the privacy control families articulated in the Federal Enterprise Architecture Security and Privacy Profile (FEA-SPP) v3³, sponsored by the National Institute of Standards and Technology (NIST), the Office of Management and Budget (OMB), and the Federal Chief Information Officers Council and the Privacy Controls articulated in Appendix J of the NIST Special Publication 800-53 Security and Privacy Controls for Federal Information Systems and Organizations⁴.

Transparency

Sections 522a(e)(3) and (e)(4) of the Privacy Act and Section 208 of the E-Government Act require public notice of an organization's information practices and the privacy impact of



government programs and activities. Accordingly, DOT is open and transparent about policies, procedures, and technologies that directly affect individuals and/or their personally identifiable information (PII). Additionally, the Department should not maintain any system of records the existence of which is not known to the public.

ANCIR is a privacy-sensitive system because it maintains collects, uses, disseminates, and retains PII from Complainants for managing noise complaints. The ANCIR website includes a Privacy Act Statement which the member of the public (also known as Complainants) must acknowledge to proceed with filing a complaint or inquiry.

The FAA employs multiple techniques to ensure that Complainants are informed of the purpose for which the FAA collects, uses, disseminates, and retains their PII within ANCIR. A Privacy Act Statement (PAS) is posted at URL https://ancir.faa.gov/ancir?id=ancir_sc_cat_item&sys_id=6149ade187a1f550b0d987b9cebb357e at the point of collection and the Complainant must acknowledge the PAS before submitting their PII.

Additionally, there is more information on the program and contact information for the Aircraft Noise Complaints Program at URL https://www.faa.gov/air_traffic/noise_emissions/noise_complaints for members of the public who want to address aircraft-related noise issues with the FAA.

The ANCIR complaint and inquiry process includes information about individuals that can be retrieved or accessed by PII assigned to the Complaint and thus the following Privacy Act System of Records Notices (SORNs) cover the records in the system:

[DOT/FAA 845, *Complaint Intake System*, 87 FR 61655 \(October 10, 2022\)](#), which covers incoming Complainant records including files specific to reports of alleged violations. Individual records may include name of complainant, contact information (phone number, address, email address), geolocation of noise, aircraft registration number, certificate number, aircraft tail/N- number, and report/case tracking number (to include, but not limited to, reference number, case number, record number, and control number), and any attachments provided by the Complainant in support of the complaint/inquiry on members of the public (those submitting a noise complaint).

[DOT/FAA 852, *Complaint Investigations System*, 87 FR 61649 \(October 12, 2022\)](#) which covers outgoing Complainant records including name of complainant and other individuals involved with the alleged violations, contact information (phone number, address, email address), geolocation of noise, airmen/mechanic/ air carrier certificate number, aircraft



registration number, aircraft tail or N number, and report/case tracking number (to include, but not limited to, reference number, case number, record number, and control number), files specific to reports of alleged violations, investigatory materials, investigation results, individuals' roles in investigations and information on any enforcement actions, alert or notification actions, and any attachments provided by the Complainant in support of the complaint/inquiry on members of the public (those submitting a noise complaint).

[DOT/ALL 13, *Internet/Intranet Activity and Access Records*, 67 FR 30757 \(May 7, 2002\).](#)

Which covers login credentials, audit trails, and security monitoring for FAA employees and contractors who are part of the ANCIR program and/or manage the system.

The publication of this PIA demonstrates DOT's commitment to provide appropriate transparency into the ANCIR system.

Individual Participation and Redress

DOT provides a reasonable opportunity and capability for individuals to make informed decisions about the collection, use, and disclosure of their PII. As required by the Privacy Act, individuals should be active participants in the decision-making process regarding the collection and use of their PII and they are provided reasonable access to their PII and the opportunity to have their PII corrected, amended, or deleted, as appropriate.

Records in ANCIR are collected directly from the Complainant and thus are assumed to be accurate. Individuals submitting a noise complaint must supply their PII and once a Complainant enters their PII, but before they hit "submit," the information can be edited in ANCIR. Call-in and physically mailed complaints are recorded in the ANCIR system. A FAA agent enters the call-in and mailed noise complaints with all the PII information submitted by the complainant.

Under the provisions of the Privacy Act, individuals wanting to contest information about their PII contained in ANCIR may appear in person or may make their requests in writing, detailing the reasons why the records should be corrected. The requester must provide suitable identification to validate their identity before a record can be changed. Individuals wishing to know if their records appear in this system may inquire in person or via email (privacy@faa.gov), or in writing to:

Federal Aviation Administration (FAA) Privacy Office
800 Independence Avenue, SW
Washington, DC 20591

Included in the request must be the following:



- Name
- Mailing address
- Phone number and/or email address
- A description of the records sought, and if possible, the location of the records.

Individuals may also use the above address to register a complaint or ask a question regarding FAA's privacy practices. If you have comments, concerns, or need more information on FAA privacy practices, please contact the Privacy Division at privacy@faa.gov or 1 (888) PRI-VAC1.

Purpose Specification

DOT should (i) identify the legal bases that authorize a particular PII collection, activity, or technology that impacts privacy; and (ii) specify the purpose(s) for which it collects, uses, maintains, or disseminates PII.

Congress has authorized the FAA Administrator to develop systems and/or tools that manage the project management lifecycle to meet FAA's business needs. ANCIR addresses the unique demands of the FAA's workforce and operates under

- Public Law 104-264, Section 1210 Federal Aviation Reauthorization Act of 1996
- 49 U.S.C. § 40101 Public Law 112-95, Section 510
- Public Law 115-254 Section 180 FAA Reauthorization Act of 2018

The ANCIR records and information collected and maintained in this system are used to document, monitor, and track the processing of aircraft noise complaints and inquiries to respond more efficiently and effectively; and address noise complaints and inquiries in a clear, consistent, and repeatable manner that is responsive to the public. In some instances, aircraft noise complaints expose a potential safety issue that needs to be investigated. These aircraft noise complaints and inquiries have the potential to impact aviation safety. The records collected and maintained will assist in the investigative efforts of any reported safety-related allegations.

ANCIR maintains the PII including Name, Event Location includes Street or Cross Street, City, State and Zip Code (which may be home address), Personal Email Address, Personal Postal Address, Personal Phone number, and any attachments provided by the Complainant in support of the complaint/inquiry on members of the public (those submitting a noise complaint). PII in the system also may contain Hotline Tips and N-Number records. Any of these records may be added to ANCIR via document uploads and are used as supplements to a noise complaint case file. ANCIR uses this information in accordance with the purposes



for which it is collected: to manage noise complaints. This information is used in accordance with the description in the “Purpose” section of the applicable SORNs:

- [DOT/FAA 845, *Complaint Intake System*, 87 FR 61655 \(October 10, 2022\)](#) for the purpose of covering reports of unsafe or unauthorized aviation activities concerning the perceived or actual violations of FAA regulation, order, or other provision of Federal law related to aviation safety or practices, including Suspected Unapproved Program (SUP), and noise complaints.
- [DOT/FAA 852, *Complaint Investigations System*, 87 FR 61649 \(October 12, 2022\)](#) for investigations, findings and resolution of complaints, and reports of unsafe or unauthorized aviation activities concerning the perceived or actual violations of FAA regulation, order, or other provision of Federal law related to aviation safety or practices, including noise complaints.

In addition, ANCIR maintains the PII including Name, FAA Email Address, FAA work Address, and FAA Phone Number on FAA employees and contractors for access and authentication and to manage the ANCIR program. The FAA uses this access information for the purposes of creating and validating login credentials, audit trails, and security monitoring for FAA employees and contractors who are part of the ANCIR program and/or manage the system. This use is consistent with the description in the “purpose” section in the applicable system of records notice, [DOT/ALL 13, *Internet/Intranet Activity and Access Records*, 67 FR 30757 \(May 7, 2002\)](#).

The PII collected and maintained in ANCIR is not routinely used for any other purposes other than the above purpose.

Data Minimization & Retention

DOT should collect, use, and retain only PII that is relevant and necessary for the specified purpose for which it was originally collected.

The FAA manages risk by minimizing the amount of PII collected by ANCIR through the creation of a standardized webform. The webform was created to provide a standardized way for members of the public to submit information that is otherwise submitted in an ad hoc manner to the FAA. Using the webform limits the chance that a complainant will submit unnecessary or irrelevant PII to the FAA. Noise complainants can submit a complaint via physical mail. The form references this process. All physically mailed complaints are recorded in ANCIR. The mailed paper submitted complaints are maintained until it has been confirmed that the digital image meets quality standards, and in accordance with the retention schedule, policies are destroyed upon completion of quality review. The FAA



maintains records in accordance with following National Archives and Record Administration (NARA) approved General Retention Schedules⁵ (GRS):

- Information Technology Operations and Maintenance records are destroyed 3 years after agreement, control measures, procedures, project, activity, or transaction is obsolete, completed, terminated or superseded, but longer retention is authorized if required for business use.⁶
- FAA Hotline Tips records are temporary and should be destroyed three years after case is closed. Noise complaints records are temporary and should be destroyed 10 years after complaint has been responded to.⁷
- FAA employee system access and audit log records are maintained in the system as temporary records and are destroyed when business use ceases.⁸

Use Limitation

DOT shall limit the scope of its PII use to ensure that the Department does not use PII in any manner that is not specified in notices, incompatible with the specified purposes for which the information was collected, or for any purpose not otherwise permitted by law.

ANCIR is used by members of the public (Complainants) to submit documentation for a noise complaint. As part of the complaint process, the FAA collects PII as discussed in the PIA overview for the purpose of ANCIR to document, monitor, and track the processing of aircraft noise complaints and inquiries to respond more efficiently and effectively to noise complaints and inquiries in a clear, consistent, and repeatable manner that is responsive to the public. The PII collected and maintained in ANCIR is not used for any other purpose; however, in some instances, aircraft noise complaints expose a potential safety issue that needs to be investigated. The records collected and maintained will assist in the investigative efforts of any reported safety-related allegations. The complaint information is not transmitted or shared with any other subsystems within the FAA MyITSM Platform System.

In the event of a security, safety, or aviation threat or as required by law, the FAA shares the first and last name, email address, and event address, which may be the Complainant's address, with law enforcement. Law enforcement may use the information to perform security vetting. Law enforcement returns this information and the results of the security

⁵ General retention schedules are used by the FAA to determine how long to maintain an individual's records and/or when to delete the individual's records and in order to promote consistent retention practices.

⁶ [NARA GRS 3.1, General Technology Management Records, Item 20: Information Technology Operations and Maintenance Records.](#)

⁷ [DAA-0237-2022-0010, FAA Hotline Tips, Noise Complaint, and Whistleblower Records.](#)

⁸ [NARA GRS 3.2, September 2016, Information Systems Security Records, Item 30, System Access Records.](#)



vetting to the FAA. The FAA and law enforcement have a Memorandum of Agreement (MOA) in place which covers the sharing and use of Complainant's information.

The FAA limits the scope of PII collected in ANCIR to support the purpose specified in SORN [DOT/FAA 845, *Complaint Intake System*, 87 FR 61655 \(October 10, 2022\)](#), which includes the following specific routine uses which permit the sharing of Privacy Act records:

- Referral to the appropriate action office within or outside the Department or agency for preparation of a response.
- Referral, to the appropriate agency for actions involving matters or law, of regulations beyond the responsibility of the agency or Department, such as the Department of Justice in matters of law enforcement.
- As a data source for management information, such as briefing material on hearings, trend analysis, responsiveness, etc.

The SORN also lists several general routine uses that apply to all DOT systems; please visit the "routine use" section of the SORN to review these additional circumstances where the FAA may disclose information without explicit consent.

Please visit the "Department General Routine Uses" section of SORN 845 to review these additional circumstances where the FAA may disclose information without explicit consent.

Additionally, The FAA limits the scope of PII collected in ANCIR to support the purpose specified in SORN [DOT/FAA 852, *Complaint Investigations System*, 87 FR 61649 \(October 12, 2022\)](#), which includes the following specific routine uses which permit the sharing of Privacy Act records:

- To the Federal Bureau of Investigation, U.S. Customs Service, and the Department of Defense, the initial SUP complaints received by FAA, for their use in any civil/criminal investigations when an FAA suspected unapproved parts case is initiated.
 - Records disclosed pursuant to this routine use are limited to the following information: geolocation only to the extent necessary to identify the general location of the noise complaint; time and date of complaint; and description of the complaint or inquiry. Complainant names and contact information will not be disclosed pursuant to this routine use.
- To airport sponsors, federal agencies and departments operating manned and unmanned aircraft outside FAA's regulatory jurisdiction, and other operators of aerial landing and takeoff sites, records relating to noise complaints stemming from



their operations to ensure consistency between the FAA and these entities on noise complaints.

- To man and unmanned aircraft operators when necessary to resolve a complaint pertaining to the operator, or when necessary to ensure consistency between the FAA and the operator in responding to noise complaints.

The SORN also lists several general routine uses that apply to all DOT systems; please visit the “routine use” section of the SORN to review these additional circumstances where the FAA may disclose information without explicit consent.

Access and authentication records within ANCIS are handled in accordance with SORN [DOT/ALL 13- Internet/Intranet Activity and Access Records, 67 FR 30757 \(May 7, 2002\)](#).

The Department has also published 15 additional routine uses that apply to all DOT Privacy Act systems of records, including ANCIR. These routine uses are published in the Federal Register at [75 FR 82132, December 29, 2010](#), [77 FR 42796, July 20, 2012](#), and [84 FR 55222, October 15, 2019](#) under "Prefatory Statement of General Routine Uses."

Data Quality and Integrity

In accordance with Section 552a(e)(2) of the Privacy Act of 1974, DOT should ensure that any PII collected and maintained by the organization is accurate, relevant, timely, and complete for the purpose for which it is to be used, as specified in the Department's public notice(s).

ANCIR collects information directly from the members of the public (Complainants) during the noise complaint process. The Complainants are strongly encouraged to completely review their complaint prior to submission. ANCIR displays a copy of the complaint or inquiry that the Complainant can review to ensure the correct information was entered. If corrections are required, the Complainant can make the appropriate changes prior to submission.

ANCIR records may also be checked against existing records or supporting documents submitted in ANCIR to determine whether the complaint is a repeat complaint.

The Complainant's PII information collected by ANCIR for complaints and inquiries remain accurate, relevant, timely, and complete. The ANCIR system enables the FAA to better maintain data quality and integrity of a complainant's PII information. Reporting through ANCIR is voluntary and only used if a member of the public wants to submit a noise complaint or inquiry to the FAA. The Complainant enters data via an encrypted Transport Layer Security protocol link on the website. All data and actions remain within ANCIR are stored in ANCIR throughout the data lifecycle. Routine security scans are conducted, and



actionable tasks are completed as required. Additionally, data maintained in ANCIR is encrypted in transit and at rest.

Security

DOT shall implement administrative, technical, and physical measures to protect PII collected or maintained by the Department against loss, unauthorized access, or disclosure, as required by the Privacy Act, and to ensure that organizational planning and responses to privacy incidents comply with OMB policies and guidance.

The FAA protects PII with reasonable security safeguards against loss or unauthorized access, destruction, usage, modification, or disclosure. These safeguards incorporate standards and practices required for federal information systems under the Federal Information Security Management Act (FISMA) and are detailed in Federal Information Processing Standards (FIPS) Publication 200, *Minimum Security Requirements for Federal Information and Information Systems*, dated March 2006, and the National Institute of Standards and Technology Special Publication (NIST) 800-53, Revision 5, *Security and Privacy Controls for Federal Information Systems and Organizations*, dated September 2020 (includes updates as of Dec. 10, 2020).

These safeguards include an annual independent risk assessment of ANCIR to test security processes, procedures and practices. The system operates on security guidelines and standards established by NIST and only FAA personnel with a need to know are authorized to access the records in ANCIR. All data in-transit is encrypted and access to electronic records is controlled by Personal Identity Verification (PIV) and Personal Identification Number (PIN) and limited according to job function. Additionally, FAA conducts annual cybersecurity assessment to test and validate security process, procedures and posture of the system. Based on the security testing and evaluation in accordance with the FISMA, the FAA issues the FAA MyITSM ServiceNow Platform System an on-going Authority to Operate (ATO). ANCIR is not authorized separately as it is hosted on the FAA MyITSM ServiceNow Platform and is included in the MyITSM ATO. All noise complaint data is housed within the FAA MyITSM ServiceNow System secure encrypted databases, and the data is used by the FAA for review and response.

FAA personnel adhere to Agency-wide procedures for handling and safeguarding PII and receive annual privacy and security training. The system manages access to information through user roles. Users receive the least privileges possible to perform their job duties through the user roles for development, support and maintenance.

Last, log-in to ANCIR from members of the public is not permitted and the system is only accessed by authorized FAA personnel from within the FAA Intranet.



Accountability and Auditing

DOT shall implement effective governance controls, monitoring controls, risk management, and assessment controls to demonstrate that the Department is complying with all applicable privacy protection requirements and minimizing the privacy risk to individuals.

FAA Order 1370.121B, “*FAA Information Security and Privacy Program & Policy*,” implements the various privacy requirements of the Privacy Act of 1974 (the Privacy Act), the E-Government Act of 2002 (Public Law 107-347), DOT privacy regulations, Office of Management and Budget (OMB) mandates, and other applicable DOT and FAA information and information technology management procedures and guidance.

DOT implements effective governance controls, monitoring controls, risk management, and assessment controls to demonstrate that the Department is complying with all applicable privacy protection requirements and minimizing the privacy risk to individuals.

In addition to these practices, the FAA consistently implements additional policies and procedures especially as they relate to the access, protection, retention, and destruction of PII. Federal employees/contractors who work with ANCIR are given clear guidance about their duties as related to collecting, using, and processing privacy data. Guidance is provided in mandatory annual security and privacy awareness training and in FAA Order 1370.121B. The FAA also conducts periodic privacy compliance reviews of ANCIR as related to the requirements of OMB Circular A-130, “*Managing Information as a Strategic Resource*.”

Responsible Official

Durre Cowan
Community Engagement Officer
Office of Policy, International Affairs, and Environment

Approval and Signature

Karyn Gorman
Chief Privacy Officer
Office of the Chief Information Officer