

U.S. Department of Housing and Urban Development

Single Family Housing

Home Equity Conversion Mortgage System F12/HECM

Privacy Impact Assessment

December 2011

DOCUMENT ENDORSEMENT

I have carefully assessed the Privacy Impact Assessment (PIA) for **Home Equity Conversion Mortgage System, F12/HECM**. This document has been completed in accordance with the requirement set forth by the [E-Government Act of 2002](#) and [OMB Memorandum 03-22](#) which requires that "Privacy Impact Assessments" (PIAs) be conducted for all new and/ or significantly altered IT Systems, and Information Collection Requests.

ENDORSEMENT SECTION

Please check the appropriate statement.

- The document is accepted.**
 The document is accepted pending the changes noted.
 The document is not accepted.

Based on our authority and judgment, the data captured in this document is current and accurate.

[/Elissa Saunders/](#)

SYSTEM OWNER
[PROGRAM OFFICE]

[12/21/11](#)

Date

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PROGRAM AREA MANAGER
[PROGRAM OFFICE]

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Date

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DEPARTMENTAL PRIVACY ACT OFFICER
Office of the Chief Information Officer
U. S. Department of Housing and Urban Development

Date

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**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
PRIVACY IMPACT ASSESSMENT (PIA) FOR:
HOME EQUITY CONVERSION MORTGAGE SYSTEM, F12/HECM**

PCAS# 00251250

December 2011

NOTE: See Section 2 for PIA answers, and Section 3 for Privacy Act Officer's determination.

SECTION 1: BACKGROUND

Importance of Privacy Protection – Legislative Mandates:

HUD is responsible for ensuring the privacy and confidentiality of the information it collects on members of the public, beneficiaries of HUD programs, business partners, and its own employees. These people have a right to expect that HUD will collect, maintain, use, and disseminate identifiable personal information only as authorized by law and as necessary to carry out agency responsibilities.

The information HUD collects is protected by the following legislation and regulations:

- [Privacy Act of 1974, as amended](#) affords individuals the right to privacy in records that are maintained and used by Federal agencies. (See <http://www.usdoj.gov/foia/privstat.htm>; see also [HUD Handbook 1325.1 at www.hudclips.org](#));
- Computer Matching and Privacy Protection Act of 1988 is an amendment to the Privacy Act that specifies the conditions under which private information may (or may not) be shared among government agencies. (See <http://www.usdoj.gov/foia/privstat.htm>);
- [Freedom of Information Act of 1966, as amended](#) (http://www.usdoj.gov/oip/foia_updates/Vol_XVII_4/page2.htm) provides for the disclosure of information maintained by Federal agencies to the public, while allowing limited protections for privacy. See also [HUD's Freedom of Information Act Handbook \(HUD Handbook 1327.1 at www.hudclips.org\)](#));
- [E-Government Act of 2002](#) requires Federal agencies to conduct Privacy Impact Assessments (PIAs) on its electronic systems. (See http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ347.107.pdf; see also the summary of the E-Government Act at http://www.whitehouse.gov/omb/egov/pres_state2.htm);
- [Federal Information Security Management Act of 2002](#) (which superceded the Computer Security Act of 1987) provides a comprehensive framework for ensuring the effectiveness of information security controls over information resources that support Federal operations and assets, etc. See also the codified version of Information Security regulations at [Title 44 U.S. Code chapter 35 subchapter II](#) (<http://uscode.house.gov/search/criteria.php>); and

- [OMB Circular A-130, Management of Federal Information Resources, Appendix I](http://www.whitehouse.gov/omb/circulars/a130/appendix_i.pdf) (http://www.whitehouse.gov/omb/circulars/a130/appendix_i.pdf) defines Federal Agency responsibilities for maintaining records about individuals.

Access to personally identifiable information will be restricted to those staff that has a need to access the data to carry out their duties; and they will be held accountable for ensuring privacy and confidentiality of the data.

What is the Privacy Impact Assessment (PIA) Process?

The Privacy Impact Assessment (PIA) is a process that evaluates issues related to the privacy of personally identifiable information in electronic systems. See background on PIAs and the 7 questions that need to be answered, at: <http://www.hud.gov/offices/cio/privacy/pia/pia.cfm>. Personally identifiable information is defined as information that actually identifies an individual, e.g., name, address, social security number (SSN), or identifying number or code; or other personal/ sensitive information such as race, marital status, financial information, home telephone number, personal e-mail address, etc. Of particular concern is the combination of multiple identifying elements. For example, knowing name + SSN + birth date + financial information would pose more risk to privacy than just name + SSN alone.

The PIA:

- Identifies the type of personally identifiable information in the system (including any ability to combine multiple identifying elements on an individual);
- Identifies who has access to that information (whether full access or limited access rights); and
- Describes the administrative controls that ensure that only information that is necessary and relevant to HUD's mission is included.

Who Completes the PIA?

Both the program area System Owner and IT Project Leader work together to complete the PIA. The System Owner describes what personal data types are collected, how the data is used, and who has access to the personal data. The IT Project Leader describes whether technical implementation of the System Owner's requirements presents any risks to privacy, and what controls are in place to restrict access of personally identifiable information.

When is a Privacy Impact Assessment (PIA) Required?

- 1. New Systems:** Any new system that will contain personal information on members of the public requires a PIA, per OMB requirements (this covers both major and non-major systems).
- 2. Existing Systems:** Where there are significant modifications involving personal information on members of the public, or where significant changes been made to the system that may create a new privacy risk, a PIA is required.

3. Information Collection Requests, per the Paperwork Reduction Act (PRA):

Agencies must obtain OMB approval for new information collections from ten or more members of the public. If the information collection is both a new collection and automated, then a PIA is required.

What are the Privacy Act Requirements?

Privacy Act. The Privacy Act of 1974, as amended (<http://www.usdoj.gov/foia/privstat.htm>) requires that agencies publish a Federal Register Notice for public comment on any intended information collection. Privacy Act Systems of Records are created when information pertaining to an individual is collected and maintained by the Department, and is retrieved by the name of the individual or by some other identifying number, symbol, or other identifying particular assigned to an individual. The E-Government Act of 2002 requires PIAs for electronic systems as well as information collection requests that are automated. So, there is a relationship between the new PIA requirement (when automation is involved) and the long-standing Privacy Act System of Records Notices (for both paper-based and automated records that are of a private nature). For additional information, contact the Departmental Privacy Act Officer in the Office of the Chief Information Officer.

Why is the PIA Summary Made Publicly Available?

The E-Government Act of 2002 requires that the analysis and determinations resulting from the PIA be made publicly available. The Privacy Advocate in HUD's Office of the Chief Information Officer (OCIO) is responsible for publishing the PIA summary on HUD's web site. See: <http://www.hud.gov/offices/cio/privacy/pia/pia.cfm>.

SECTION 2 – COMPLETING A PRIVACY IMPACT ASSESSMENT

Please submit answers to the Departmental Privacy Act Officer in the Office of the Chief Information Officer (OCIO). If any question does not apply, state Not Applicable (N/A) for that question, and briefly explain why it is not applicable.

Program Area: Single Family Housing

Subject Matter Expert in the Program Area: Robert Gould

Program Area Manager: Robert Witt

IT Project Leader: Tom Snyder

For IT Systems:

- **Name of system: Home Equity Conversion Mortgage System, F12/HECM**
- **PCAS #: 00251250**
- **OMB Unique Project Identifier #:**
- **System Code: F12**
- **Development Date: 1982**
- **Expected Production Date: 1982**

For Information Collection Requests:

- **Name of Information Collection Request:**
- **OMB Control #:**

Question 1: Provide a general description of the system that describes HECM is the sole repository of data pertaining to the reverse mortgage process. HECM is used to enable elderly homeowners to stay in their houses and receive a stream of income. HECM supports the management, accounting, and collection of premiums from lenders for FHA's HECM cases. It provides the Office of Housing the necessary information to track individual loan balances excluding unscheduled loan advances and repayments. HECM also provides an automated pre-authorized debit interface for collecting initial fees and monthly insurance premiums from the Bank of America in Atlanta, Georgia. Initial case data including mortgagor's name, address, maximum claim amount, and subsequent updates is established in HECM through an automated interface with the F17 Computerized Homes Underwriting Management System (CHUMS). F12 also provides accounting information to HUD's General Ledger and produces financial reports. HUD would not be able to service or account for reverse mortgage cases without HECM. All processing is performed by a 100% proprietary COBOL application owned and licensed by Lockheed Martin to provide comprehensive real estate accounting and servicing. Because of the transition to the HITS contract, a separate maintenance support license and maintenance contract to support HECM was negotiated during FY04 with Lockheed Martin. HECM resides on an IBM mainframe computer. VPN and dial-in access provides the means for lenders and HUD Business Partners to enter case data. HECM automatically calculates and collects the insurance premiums based on information entered by the lender in HECM. After loan records are updated, HECM calculates and then transmits loan information to the Automated Clearing House (ACH) Treasury Bank. The ACH bank debits each lenders account and posts deposits to the U.S. Department of the Treasury (Treasury) account through the Pre-

Authorized Debit (PAD) process. HECM also provides for loan servicing on those loans that are assigned to HUD for processing through a claim filed by the lender.

Lockheed Martin modified its proprietary F72 Debt Management and Collection System (DMCS) to create the Insurance Accounting Collection System (IACS) currently known at HUD as HECM. HECM works in conjunction with the lenders' personal computer through a VPN or dial-up network to access the mainframe computer at the HUD Computer Center (HCC) in Charleston West Virginia. Lenders are responsible for updating the loan record with closing information, unscheduled draws, and payoff data in a timely manner for all loans in their portfolio. The HECM has an incorporated security module to ensure that each lender has access only to those loan records with their HUD approved mortgage numbers.

The following organizations coordinate between the project and its specific support function.

- Housing – Customer
- OREMS – Project Leader
- Lockheed Martin Corporation – Production Support
- Security Office – Personnel Security Clearances and HUD Identification Badges

- a. **What is the personal information being collected?** Name, Address, sex/gender, SSN, TIN, EIN, FHA Case Number
- b. **From whom is the information collected (i.e., government employees, contractors, or consultants)?** The information is collected for the government
- c. **What is the functionality of the system and the purpose that the records and/or system serve?** Provides a means of tracking Single Family Reverse Mortgages
- d. **How information is transmitted to and from the system;** the data is manually entered into the HECM system and is maintained in the system
- e. **What are the interconnections with other systems.** HECMs interfaces with CHUMS and the SFDW. This is a HUD only system
- f. **What specific legal authorities, arrangement, and/or agreement authorize the collection of information (i.e. must include authorities that cover all information collection activities, including Social Security Numbers)?**

Question 2: Type of electronic system or information collection.

	Yes	No
A. If a new electronic system (or one in development) (implemented after April 2003, the effective date of the E-Government Act of 2002)?	<input type="checkbox"/>	x
Does the system require authentication?	x	<input type="checkbox"/>
Is the system browser-based?	<input type="checkbox"/>	x
Is the system external-facing (with external users that require authentication)?	x	<input type="checkbox"/>

B. If this is existing electronic system has the system undergone any changes (since April 17, 2003)? If an existing system, when was the system developed? <u>_1982_____</u>	Yes <input type="checkbox"/>	No x
Do the changes to the system involve a change in the type of records maintained, the individuals on whom records are maintained, or the use or dissemination of information from the system?	<input type="checkbox"/>	x
If yes, please explain:		

C. For your new and/or existing electronic system, please indicate if any of the following changes have occurred: Mark any of the following conditions for your existing system that OMB defines as a “trigger” for requiring a PIA or PIA update (if not applicable, mark N/A):	
n/a	Conversion: When paper-based records that contain personal information are converted to an electronic system
n/a	From Anonymous (Non-Identifiable) to “Non-Anonymous” (Personally Identifiable): When any systems application transforms an existing database or data collection so that previously anonymous data becomes personally identifiable
n/a	Significant System Management Changes: When new uses of an existing electronic system significantly change how personal information is managed in the system. (Example #1: when new “relational” databases could combine multiple identifying data elements to more easily identify an individual. Example #2: when a web portal extracts data elements from separate databases, and thereby creates a more open environment for exposure of personal data)
n/a	Merging Databases: When government databases are merged, centralized, matched, or otherwise significantly manipulated so that personal information becomes more accessible (with special concern for the ability to combine multiple identifying elements)
n/a	New Public Access: When <u>new</u> public access is given to members of the public or to business partners (even if the system is protected by password, digital certificate, or other user-authentication technology)
n/a	Commercial Sources: When agencies systematically incorporate into databases any personal data from commercial or public sources (ad hoc queries of such sources using existing technology does not trigger the need for a PIA)
n/a	New Inter-agency Uses: When agencies work together (such as the federal E-Gov initiatives), the lead agency should prepare the PIA
n/a	Business Process Re-engineering: When altering a business process results in significant new uses, disclosures, or additions of personal data
n/a	Alteration in Character of Data: When adding new personal data raises the risks to personal privacy (for example, adding financial information to an existing database that contains name and address)

D. If an Information Collection Request (ICR): Is this a <u>new</u> Request that will collect data that will be in an <u>automated</u> system? Agencies must obtain OMB approval for information collections from 10 or more members of the public. The E-Government Act of 2002 requires a PIA for ICRs only if the collection of information is a <u>new</u> request and the collected data will be in an <u>automated</u> system.	
	Yes, this is a new ICR and the data will be automated
x	No, the ICR does not require a PIA because it is not <u>new</u> or <u>automated</u>)
	Comment:

Question 3: Explain by Line of Business why the personally identifiable information being collected? How will it be used?

Mark any that apply:

Homeownership:

	Credit checks (eligibility for loans)
	Loan applications and case-binder files (via lenders) – including borrower SSNs, salary, employment, race, and other information
x	Loan servicing (MIP collections/refunds and debt servicing for defaulted loans assigned to HUD)
	Loan default tracking
	Issuing mortgage and loan insurance
	Other (specify):
	Comment:

Rental Housing Assistance:

	Eligibility for rental assistance or other HUD program benefits
	Characteristics on those receiving rental assistance (for example, race/ethnicity, # of children, age)
	Property inspections
	Other (specify):
	Comment:

Grants:

	Grant application scoring and selection – if any personal information on the grantee is included
	Disbursement of funds to grantees – if any personal information is included
	Other (specify):
	Comment:

Fair Housing:

<input type="checkbox"/>	Housing discrimination complaints and resulting case files
<input type="checkbox"/>	Other (specify):
<input type="checkbox"/>	Comment:

Internal operations:

<input type="checkbox"/>	Employee payroll or personnel records
<input type="checkbox"/>	Payment for employee travel expenses
<input type="checkbox"/>	Computer security files – with personal information in the database, collected in order to grant user IDs
<input type="checkbox"/>	Other (specify):
<input type="checkbox"/>	Comment:

Other lines of business (specify uses):

<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Question 4: Will you share the information with others? (e.g., another agency for a programmatic purpose, internal HUD application/module or outside the government)?

Mark any that apply:

<input type="checkbox"/>	Federal agencies?
<input type="checkbox"/>	State, local, or tribal governments?
<input type="checkbox"/>	Public Housing Agencies (PHAs) or Section 8 property owners/agents?
<input checked="" type="checkbox"/>	FHA-approved lenders?
<input type="checkbox"/>	Credit bureaus?
<input type="checkbox"/>	Local and national organizations?
<input type="checkbox"/>	Non-profits?
<input type="checkbox"/>	Faith-based organizations?
<input type="checkbox"/>	Builders/ developers?
<input type="checkbox"/>	HUD module/application? (specify the module(s)/application(s) name)
<input type="checkbox"/>	Others? (specify):
<input type="checkbox"/>	Comment:

Question 5: Can individuals “opt-out” by declining to provide personal information or by consenting only to particular use (e.g., allowing their financial information to be used for basic rent eligibility determination, but for not for sharing with other government agencies)?

<input type="checkbox"/>	Yes, they can “opt-out” by declining to provide private information or by consenting
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	only to particular use
x	No, they can't "opt-out" – all personal information is required
	Comment:

If Yes, please explain the issues and circumstances of being able to opt-out (either for specific data elements or specific uses of the data): _____

**Question 6: How will the privacy of the information be protected/ secured?
 What are the administrative and technological controls?**

Mark any that apply and give details if requested:

x	System users must log-in with a password (Please specify password type)
	When an employee leaves: <ul style="list-style-type: none"> • How soon is the user ID terminated? (1 day, 1 week, 1 month, unknown)?
x	<ul style="list-style-type: none"> • How do you know that the former employee no longer has access to your system? (explain your procedures or describe your plan to improve):
x	Are access rights selectively granted, depending on duties and need-to-know? If Yes, specify the approximate # of authorized users who have either: <ul style="list-style-type: none"> • Full access rights to all data in the system: Limited/restricted access rights to only selected data:
	Are disks, tapes, and printouts that contain personal information locked in cabinets when not in use? (explain your procedures, or describe your plan to improve):
x	If data from your system is shared with another system or data warehouse, who is responsible for protecting the privacy of data that came from your system but now resides in another? Explain the existing privacy protections, or your plans to improve:
	Other methods of protecting privacy (specify):
	Comment:

Question 7: If privacy information is involved, by what data element(s) is it retrieved from the system?

Mark any that apply

x	Name:
x	Social Security Number (SSN)
	Identification number (specify type):
x	Birth date
	Race/ ethnicity
x	Marital status

<input checked="" type="checkbox"/>	Spouse name
<input checked="" type="checkbox"/>	Home address
<input checked="" type="checkbox"/>	Home telephone
	Personal e-mail address
	Other (specify):
	None
	Comment:

Question 8: What type of Notice(s) are provided to the individual on the scope of information collected, the opportunity to consent to uses of said information, the opportunity to decline to provide information.

- a. Was any form of notice provided to the individual prior to collection of information? If yes, please provide a copy of the notice as an appendix. (A notice may include a posted privacy policy, a Privacy Act notice on form(s), and/or a system of records notice published in the Federal Register.) If notice was not published, why not?

- b. Do individuals have an opportunity and/or right to decline to provide information?

- c. Do individuals have an opportunity to consent to particular uses of the information, and if so, what is the procedure by which an individual would provide such consent?

SECTION 3 - DETERMINATION BY HUD PRIVACY ACT OFFICER