



Adapted Privacy Impact Assessment

SurveyMonkey

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Contact

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SECTION 1: Specific Purpose of the Agency's Use of the Third-Party Website or Application

- 1.1 What is the specific purpose of the agency's use of the third-party website or application and how does that use fit with the agency's broader mission?

The mission of the Bureau of Ocean Energy Management (BOEM) is to manage development of U.S. Outer Continental Shelf (OCS) energy and mineral resources in an environmentally and economically responsible way. BOEM programs and offices often use approved third-party services to engage with stakeholders to advance the fulfillment of the bureau's mission goals. SurveyMonkey is a cloud-based software as a service company that enables BOEM users to create surveys, forms, questionnaires, and polls to collect and analyze feedback from stakeholders on bureau policies, initiatives, events, programs, and services. BOEM programs and offices may use either a free account¹ (to create a limited number of surveys with basic customizable features) or a paid account (to create an unlimited number of surveys and access additional service features).

- 1.2 Is the agency's use of the third-party website or application consistent with all applicable laws, regulations, and policies? What are the legal authorities that authorize the use of the third-party website or application?

BOEM programs and offices are responsible for using SurveyMonkey in accordance with applicable laws, regulations, and policies and will identify specific legal authorities that cover their activities in Privacy Notices, as appropriate. Legal authorities that authorize typical BOEM use of SurveyMonkey include the following: Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et seq.); Presidential Memorandum, Building a 21st Century Digital Government, May 23, 2012; Presidential Memorandum on Transparency and Open Government, January 21, 2009; OMB M-10-06, Open Government Directive, December 8, 2009; OMB M-10-23, Guidance for Agency Use of Third-Party Websites and Applications, June 25, 2010; OMB Memorandum on Social Media, Web-Based Interactive Technologies, and the Paperwork Reduction Act, April 7, 2010; and OMB Circular A-130, Managing Information as a Strategic Resource, July 28, 2016.

SECTION 2: Any PII that is Likely to Become Available to the Agency Through the Use of the Third-Party Website or Application

- 2.1 What PII will be made available to the agency?

Depending on the activity, BOEM programs and offices may use SurveyMonkey to collect limited personal or business-related PII from respondents, such as name, professional title, email address, telephone number, or other information that BOEM could use to identify respondents. BOEM programs and offices will solicit from respondents the least amount of information necessary to facilitate and manage their SurveyMonkey activities and are prohibited from using SurveyMonkey to collect sensitive PII from respondents.

¹ For free third-party service accounts, federal-compatible terms of service must be in place before bureau use of the service. For fee-based services, BOEM programs and offices must work with procurement officials to ensure that terms of service are compliant with federal law and DOI policy.



SurveyMonkey collects a variety of data from its users and respondents to manage and improve its services as outlined in the [SurveyMonkey Privacy Notice](#). By default, SurveyMonkey tracks the Internet Protocol (IP) address of respondents as response metadata. BOEM programs and offices can opt to turn on the Anonymous Responses feature before issuing a survey to respondents, which will turn off the storage of identifiable respondent information in survey results.

2.2 What are the sources of the PII?

BOEM programs and offices will collect information directly from respondents in most cases. Depending on the nature of a survey, respondents may also provide information about third parties relevant to the purpose of the survey. Respondents may be employees or contractors of BOEM or other DOI bureaus and offices, members of the public, industry representatives, non-governmental organization representatives, members of research or educational institutions, or federal, state, local, or tribal government officials.

2.3 Will the PII be collected and maintained by the agency?

BOEM programs and offices that use SurveyMonkey to collect information (which may include limited PII) will export and maintain activity-related records that meet the definition of records in the Federal Records Act (44 U.S.C. § 3101) in accordance with federal and DOI records management requirements.

Individuals may also contact BOEM via the contact information the bureau has provided on a Web page or in an activity-specific BOEM Privacy Notice. In these cases, an individual's name, email address, and any other information they voluntarily provide in their message will become available to BOEM. BOEM will use this information to address their questions, provide a service, or fulfill a request, if applicable. Email messages that meet the definition of records in the Federal Records Act (44 U.S.C. § 3101) are covered under the same disposition schedule as all other federal records. BOEM will preserve such emails and maintain them for varying periods of time if those emails meet the definition of federal records. BOEM programs and offices will delete emails that are not federal records when they no longer need them. The [DOI website Privacy Policy](#) instructs individuals not to send sensitive PII to DOI bureaus and offices via email.

2.4 Do the agency's activities trigger the Paperwork Reduction Act (PRA) and, if so, how will the agency comply with the statute?

Typical BOEM use of SurveyMonkey will not invoke the Paperwork Reduction Act (PRA). Any planned use of SurveyMonkey that will invoke the PRA will require a complete PIA exclusive to the SurveyMonkey use, as well as coordination with the BOEM Information Collection Clearance Officer.



SECTION 3: The Agency's Intended or Expected Use of the PII

3.1 Generally, how will the agency use the PII described in Section 2.0?

BOEM programs and offices that use SurveyMonkey to administer a survey, form, questionnaire, or poll are responsible for developing bureau-sponsored activities and specifying what limited information respondents must provide to participate in the activities. BOEM programs and offices will use the information only for the purposes stated in the activity-specific BOEM Privacy Notice that bureau programs and offices will provide to respondents at the point of collection.

3.2 Provide specific examples of the types of uses to which PII may be subject.

The SurveyMonkey Privacy Notice specifies what PII and non-personal data the service collects from users and how it uses the information to manage and improve its services. By participating in a BOEM-sponsored SurveyMonkey activity, individuals are granting SurveyMonkey permission to collect their responses and share them with the responsible bureau program or office.

BOEM programs and offices may use SurveyMonkey to seek feedback and opinions on BOEM events, programs, processes, and services; coordinate agendas and logistics for stakeholder meetings; issue employee satisfaction surveys; or administer opinion surveys about new or existing bureau policies or initiatives. BOEM programs and offices will use the information they collect from respondents only for the purposes stated in activity-specific BOEM Privacy Notices. Regarding collected PII, these purposes may include but are not limited to following up with respondents, analyzing and interpreting responses, and scheduling meetings with stakeholders. To the extent that participating in a BOEM-sponsored SurveyMonkey activity is voluntary, individuals can decline to provide information to the bureau. However, failure to provide information may result in a lack of responses which may impact the usefulness of the bureau's activity.

If individuals contact BOEM via the contact information the bureau has provided on a BOEM Web page or in a BOEM Privacy Notice, BOEM will use their information to address their questions, provide a service, or fulfill a request, if applicable. Email messages that meet the definition of records in the Federal Records Act (44 U.S.C. § 3101) are covered under the same disposition schedule as all other federal records. BOEM will preserve such emails and maintain them for varying periods of time if those emails meet the definition of federal records. BOEM programs and offices will delete emails that are not federal records when they no longer need them.

SECTION 4: Sharing or Disclosure of PII

4.1 With what entities or persons inside or outside the agency will the PII be shared, and for what purpose will the PII be disclosed?

BOEM programs and offices will provide respondents with an opportunity to review the [SurveyMonkey Privacy Notice](#) and [Security Statement](#) prior to their completion of any BOEM-sponsored survey, form, questionnaire, or poll. The SurveyMonkey Privacy Notice outlines what PII and non-personal data the service collects from users and how



it uses the information to manage and improve its services. The SurveyMonkey Privacy Notice also details the limited circumstances in which the service will share information with third parties outside SurveyMonkey.

Each SurveyMonkey account is meant for use by one individual. Sharing an account is a violation of SurveyMonkey's Terms of Use. SurveyMonkey requires authorized BOEM users to provide a username, password, email address, first name, and last name to create an account. BOEM users must use their official business email address during the account creation process. BOEM employees and contractors authorized to use SurveyMonkey will have direct access to information provided by individuals who have responded to the surveys, forms, questionnaires, or polls they have administered through their account or have permission to access as part of a team. Through paid services such as SurveyMonkey Teams plans, multiple users within a BOEM program or office can build advanced surveys and use the available collaboration features to share surveys and manage access to different sections of a survey. A designated administrator, who is responsible for creating and managing the team, will have full survey and administrator permissions.

BOEM may share information with internal and external parties on a need-to-know basis for the purposes stated in activity-specific BOEM Privacy Notices. BOEM will share aggregated and anonymized responses with internal and external shareholders to protect the privacy of individuals. BOEM will post or distribute activity-related information only after the appropriate bureau officials have reviewed and approved the information for dissemination. If individuals contact BOEM via the contact information the bureau has provided on a BOEM Web page or in a BOEM Privacy Notice, BOEM will use their information to address their questions, provide a service, or fulfill a request, if applicable. In doing so, BOEM may share PII with other BOEM programs and offices, DOI bureaus and offices, or external stakeholders, as necessary and permissible by privacy policy.

To the extent that records BOEM creates while using SurveyMonkey are considered Privacy Act records, BOEM will maintain them consistent with the Privacy Act and will not disclose such records by any means of communication to any person or another agency unless disclosure is pursuant to the prior written request by, or with the prior written consent of, the individual to whom the record pertains, or if the disclosure is otherwise consistent with the Privacy Act.

In unusual circumstances where user interactions indicate evidence of criminal activity, a threat to the U.S. Government, a threat to the public, or an employee violation of DOI policy, BOEM may share information collected through its use of SurveyMonkey to notify the appropriate agency officials or law enforcement organizations.

4.2 What safeguards will be in place to prevent uses beyond those authorized under law and described in this PIA?

BOEM programs and offices must adhere to the SurveyMonkey Terms of Use (Terms) while using the service. SurveyMonkey may unilaterally remove BOEM content or terminate a BOEM account in response to a breach of the bureau's obligations under the Terms or the bureau's failure to comply with the instructions and guidelines posted on the SurveyMonkey site.



BOEM employees and contractors are required to complete security, privacy, and records management training to ensure they understand their responsibilities to protect individual privacy and appropriately manage information before they acquire access to the DOI network and information systems and annually thereafter. BOEM employees and contractors with significant privacy responsibilities are also required to complete role-based privacy training on an annual basis.

BOEM programs and offices planning to use SurveyMonkey must first review the BOEM SurveyMonkey Adapted PIA and consult with the BOEM Associate Privacy Officer (APO) to ensure that the planned use of SurveyMonkey will comply with applicable federal and DOI privacy policies. As applicable, BOEM programs and offices also must coordinate with acquisition officials to ensure that contractors administering SurveyMonkey activities on their behalf have the proper privacy clauses in their contracts.

BOEM employees and contractors who use SurveyMonkey are required to use their official business email address while using the service for bureau-sponsored activities. Sharing accounts is against the SurveyMonkey Terms of Use. They also must protect their account logins to prevent unauthorized access and can employ the available collaboration features to collaborate on activities and analyze data. As applicable, the designated SurveyMonkey Teams administrator is responsible for ensuring that team members have appropriate access to team activities and data. Designated bureau officials must verify the termination of SurveyMonkey accounts belonging to departing employees or contractors.

SECTION 5: Maintenance and Retention of PII

5.1 How will the agency maintain the PII, and for how long?

BOEM programs and offices must retain the records they create while using SurveyMonkey in accordance with DOI policy and records retention schedules approved by the National Archives and Records Administration (NARA). BOEM programs and offices must coordinate with the BOEM Records Officer to ensure that an appropriate records schedule is in place prior to using SurveyMonkey. BOEM programs and offices must also be mindful of any active litigation holds. Approved methods for the disposition of records include shredding, burning, tearing, and degaussing in accordance with NARA guidelines and 384 Departmental Manual 1.

5.2 Was the retention period established to minimize privacy risk?

BOEM programs and offices mitigate privacy risk by limiting their collection of PII to what is necessary to facilitate and manage official bureau activities and refraining from collecting sensitive PII. BOEM programs and offices will retain PII that is not part of a federal record subject to NARA retention requirements as needed, then promptly destroy it in accordance with approved destruction methods to minimize privacy risk.



SECTION 6: How the Agency will Secure PII

6.1 Will privacy and security officials coordinate to develop methods of securing PII?

Prior to using SurveyMonkey, BOEM programs and offices must coordinate with the BOEM APO to confirm that their proposed use of the service complies with federal and DOI privacy requirements. The BOEM APO will liaison with security officials, as necessary, to analyze acceptable risks, resolve potential issues, and develop methods of securing PII and other information that becomes available to BOEM programs and offices through their use of SurveyMonkey.

There are mandatory requirements for BOEM employees and contractors to complete security and privacy awareness training and sign the DOI Rules of Behavior form before they acquire access to the DOI network and information systems and annually thereafter. Some BOEM employees and contractors may be required to complete role-based security and privacy training. Privacy and security officials will coordinate with the Bureau DOI Talent Coordinator to ensure that employees and contractors have fulfilled their training obligations, as required.

6.2 How will the agency secure PII? Describe how the agency will limit access to PII, and what security controls are in place to protect the PII.

BOEM programs and offices may use SurveyMonkey to conduct official bureau activities in accordance with established standards of behavior, which prohibit the collection of sensitive PII that requires strict security. BOEM users are required to use their official email address to create a SurveyMonkey account and will have access only to the account they use to create and manage surveys, questionnaires, forms, and polls. BOEM users must access their SurveyMonkey accounts while using DOI-approved devices, not personal devices. All BOEM SurveyMonkey users must report any compromise of their accounts or related records to the appropriate SurveyMonkey and DOI officials in accordance with established procedures.

All BOEM employees and contractors must coordinate with their supervisor and other appropriate officials to ensure that physical, technical, and administrative safeguards are in place to protect the records in their custody. BOEM employees and contractors can help protect PII collected through SurveyMonkey by safeguarding their user credentials and avoiding the storage of records on shared networks or in folders accessible to individuals who do not have an official need-to-know. BOEM employees and contractors are responsible for safeguarding all information they remove from their official duty station and information they create at any alternative workplace in accordance with the Federal Records Act, Privacy Act, Freedom of Information Act, and other federal laws, regulations, and DOI policies. BOEM employees and contractors may share SurveyMonkey records only with authorized officials using approved sharing methods.

Access to the DOI network is restricted to authorized users with password authentication controls, servers are located in secured facilities behind restrictive firewalls, and access to databases and files is controlled by the system administrator and restricted to authorized personnel based on the need-to-know principle. Other security controls



include continuously monitoring threats, rapid response to incidents, and mandatory security and privacy training.

SurveyMonkey's information systems and technical infrastructure are hosted in data centers that employ strict physical security controls that include 24x7 monitoring, cameras, visitor logs, and entry limitations. Data is encrypted at rest and in transit. SurveyMonkey grants access to vetted employees who have an official need-to-know based on least privilege rules, reviews these permissions quarterly, and revokes access immediately after employee termination. Employees must sign non-disclosure agreements, acknowledge security policies on an annual basis, and undergo additional privacy and security training pertaining to their job function. If SurveyMonkey learns of a security breach, it will notify affected users to enable them to take appropriate protective steps.

There may be unusual circumstances where user interactions indicate evidence of criminal activity, a threat to the government, a threat to the public, or an employee violation of DOI policy. In these cases, BOEM may share information collected through its use of SurveyMonkey to notify the appropriate agency officials or law enforcement organizations as required by law. BOEM will secure such information in accordance with applicable DOI privacy and security policies.

SECTION 7: Identification and Mitigation of Other Privacy Risks

7.1 What other privacy risks exist, and how will the agency mitigate those risks?

BOEM will mitigate any potential threats to privacy posed by its use of SurveyMonkey by enforcing adherence to established service use requirements, ensuring that programs and offices collect the minimum information necessary and use the information they collect only for the purposes they have stated in their activity-specific BOEM Privacy Notices, ensuring that contractors comply with applicable privacy requirements, enforcing proper maintenance of collected information, moving quickly to remediate privacy breaches, and monitoring service policy changes.

BOEM programs and offices desiring to use SurveyMonkey to conduct official bureau activities must review the current Adapted PIA and coordinate with the BOEM APO to complete a Privacy Threshold Analysis to assess the proposed use of the service and demonstrate compliance with privacy laws, regulations, and policy. The proposed use of SurveyMonkey must be covered under the current Adapted PIA or a complete PIA that documents a specific SurveyMonkey use, as well as an existing SORN (if applicable). The creation and maintenance of a new system of records not covered by a SORN published in the *Federal Register* is a violation of the Privacy Act.

BOEM must properly select survey samples and not seek to collect information from individuals who have declined to participate in a BOEM-sponsored activity. BOEM programs and offices can coordinate with the BOEM APO to review proposed surveys, questionnaires, forms, and polls to help ensure that they are collecting the minimum amount of PII necessary and have excluded identifiable questions for instruments that are meant to be anonymous; are setting appropriate cut-off times for the collection of information; and are providing an adequate Privacy Notice. BOEM SurveyMonkey users may collect only the information necessary for the proper performance of official



bureau functions and must not collect stand-alone sensitive PII or PII that may become sensitive when viewed in context. There is still a risk that BOEM may collect information that it is not authorized to collect, or that respondents may provide more information than is necessary. To mitigate the privacy risks posed by overcollection of information, BOEM will use narrowly written questions and will avoid using open text boxes whenever possible.

There is a risk that BOEM programs and offices may desire to use collected PII for purposes not specified at the time of collection. To mitigate this risk, BOEM must obtain the individual's consent before using any provided information in any way that differs from the uses described in the Privacy Notice presented to respondents at the point of collection. BOEM employees and contractors are required to complete annual privacy training and are subject to discipline for inappropriately using PII.

An agency which fails to require that systems of records operated on its behalf under contracts be maintained according to the Privacy Act may be civilly liable to individuals injured as a consequence of any failure to maintain records in conformance with the Privacy Act. Officers or employees of the agency may be criminally liable for any violations of the Privacy Act. If the use of SurveyMonkey and survey-related activities will be handled by a contractor, BOEM programs and offices must coordinate with acquisition officials to ensure that the proper privacy clauses are included in the applicable contracts to hold the contractor accountable for meeting privacy requirements. The contractors and their employees also are subject to civil and criminal sanctions under the Privacy Act for any violation that may occur due to oversight or negligence.

BOEM programs and offices using SurveyMonkey may maintain PII for longer than necessary either on the service platform or within bureau repositories, thereby creating unnecessary privacy risks. All BOEM records should have an identified owner responsible for their management while in regular use, as well as for appropriate retention and disposal. Agency records are the property of the U.S. Federal Government, not the property of individual employees, and must not be removed from the agency without proper authority to ensure proper safeguarding of the records. All departing or transferring employees must ensure that records they have created through their use of SurveyMonkey have been identified and turned over to the appropriate successor or official to permit continued preservation of the records.

There are risks posed by privacy breaches at the service and bureau levels. In its Security Statement, SurveyMonkey outlines the actions that it takes to protect its customers' data. If SurveyMonkey learns of a security breach, it will notify affected BOEM users to enable them to take appropriate protective steps. SurveyMonkey also provides customers with reasonable assistance and access to logs in the event of a security incident impacting their account. To reduce the risk of bureau-level breaches, BOEM programs and offices using SurveyMonkey to collect information from individuals are expected to share collected information only with others who have an official need-to-know, must store records in repositories accessible only to others who have a legitimate business need to access the information, must secure their user credentials, and must review and approve proposed SurveyMonkey content prior to posting or dissemination to prevent the unauthorized disclosure of personal data or privileged information. When reporting instrument results, BOEM programs and offices



should aggregate the results, as possible, before sharing with others. If respondent PII in any medium or format is confirmed or suspected to have become available to individuals who do not have an official need-to-know, BOEM employees and contractors are required to immediately report the compromise of PII to their supervisor and local IT help desk or the BOEM APO. Breaches may also be reported directly to the DOI Computer Incident Response Center (DOI-CIRC). Timely reporting and response enable the agency to take immediate steps in accordance with the DOI Privacy Breach Response Plan to mitigate any harm resulting from the compromise.

SurveyMonkey identifies the changes it has made to its Privacy Notice on a [designated Web page](#). In circumstances where a change will materially change the way in which SurveyMonkey uses personal information or data, the service will send a notice of this change to all its account holders. Beyond reviewing any change alerts issued by SurveyMonkey, the BOEM APO will reassess the SurveyMonkey Privacy Policy on an annual basis (at a minimum) to ensure that any policy changes do not adversely impact the bureau's ability to balance service use and the privacy of individuals.

7.2 Does the agency provide appropriate notice to individuals informing them of privacy risks associated with the use of the third-party website or application?

BOEM will ensure, to the extent feasible, that respondents are aware that the bureau is sponsoring the activity and will provide notice to individuals on the privacy implications of the bureau's use of SurveyMonkey through this Adapted PIA and access to an activity-specific BOEM Privacy Notice as well as the SurveyMonkey Privacy Notice and Security Statement.

The activity-specific Privacy Notice that BOEM programs and offices will provide to respondents will include a link to the [bureau's official website](#) and the [DOI website Privacy Policy](#), as well as explain:

- That SurveyMonkey is controlled and operated by a third-party and is not a U.S. Government website;
- That the DOI website Privacy Policy does not apply to SurveyMonkey;
- The purpose of the activity and how BOEM will use PII that becomes available to the bureau;
- What SORN applies if a system of records is created; and
- That by completing the survey, respondents may be providing non-government third parties with access to the information they provide in their survey responses.

The SurveyMonkey Privacy Notice specifies what PII and non-personal data the service collects from users and how it uses the information to manage and improve its services. SurveyMonkey provides information about its security infrastructure and practices through its Security Statement. DOI informs the public through its website Privacy Policy of the Department's use of pages on third-party websites and applications.



SECTION 8: Creation or Modification of a System of Records

- 8.1 Will the agency's activities create or modify a "system of records" under the Privacy Act of 1974?

BOEM programs and offices typically will not create or modify a system of records under the Privacy Act through their use of SurveyMonkey. BOEM programs and offices that will create a system of records through their use of SurveyMonkey must provide appropriate notice to individuals and maintain the records in accordance with the applicable SORN.

- 8.2 Provide the name and identifier for the Privacy Act system of records.

The [DOI-08, DOI Social Networks SORN](#) will apply in most cases in which BOEM programs and offices may create a system of records through their use of SurveyMonkey. BOEM SurveyMonkey activities not covered by the DOI-08, DOI Social Networks SORN may require the publication of a new or modified SORN to provide appropriate notice to the public.