

# Personally Identifiable Information

## Do Not Pay Portal Quick Reference Card

### Getting Started

If you use the Do Not Pay (DNP) Portal to conduct searches, then you have come in contact with Personally Identifiable Information (PII). PII is any piece of information about an individual that is maintained by an agency including any information that can be used to distinguish or trace an individual's identity.

The loss of PII can result in substantial harm to individuals, including identity theft or other fraudulent use of the information.

**Each time you access the DNP Portal, you are responsible for safeguarding PII data.**

### DNP PII Data Elements

PII can be found in many areas of the DNP Portal, particularly when using the various functionalities to match against approved data sources.

- Name
- Social Security Number
- Employer Identification Number
- Taxpayer Identification Number
- Date of Birth
- Date of Death
- Address
- IP Address

### Terms and Conditions Page

The Terms and Conditions page, which pops up every time before a user enters the DNP Portal, reminds users on the objective of safeguarding this sensitive information. By clicking "agree," you acknowledge your duty in safeguarding PII.

### FAQs

#### How is PII accidentally transmitted?

1. Forwarding internal emails that contain PII, which make it easy to accidentally share PII that may be embedded in the email chains.
2. Emailing data files that are generated by the DNP Portal (this includes password protected emails).
3. Emailing screenshots due to questions about the data in the DNP Portal. You should never email a screenshot with PII data, unless you have properly redacted or censored the image.
4. Sending PII that has not been properly redacted or censored. For example, when taking a screenshot of the data in the Portal, you must properly edit the image to obscure the view of the PII.

You can do this by blurring or putting solid-colored blocks over the PII. This new screenshot must be saved as a JPG or PDF to ensure no edits can be made to reveal the information underneath.

09/04/2024

**AIS-OBIT** (as of 05/11/2021)

SSNE/INTIN	Name	Birth Date	Death Date
[Redacted]	[Redacted]	-	[Redacted]
Address 1	[Redacted]		
Address 2	[Redacted]		
City	[Redacted]		
State	[Redacted]		
Zip	[Redacted]		

#### How can I properly send PII data?

The only acceptable way to send data files containing PII is through an established secure file transfer method. You can work with your IT department and Fiscal Service's File Transfer team to get started. Contact your Office of Payment Integrity (OPI) agency lead and agency specialist to get started.

#### What happens when DNP receives PII?

1. DNP creates an incident report, which initiates a thorough process of contacting the agency, scrubbing data, investigating, and more.
2. The transmitting and receiving IT departments are contacted.
3. The security department of both agencies are contacted.
4. Further steps may need to be taken to resolve the issue.

### Important Links

#### Agency Support

For questions regarding the DNP Portal, contact the Agency Support Center at 855-837-4391, or by email at [donotpay@stls.frb.org](mailto:donotpay@stls.frb.org).

For general inquiries, please contact your OPI Agency Lead and Agency Specialist, or email [OPI.outreach@fiscal.treasury.gov](mailto:OPI.outreach@fiscal.treasury.gov).