

OPM/Internal-12, Telephone Call Detail Records

64 FR 54934 (10/8/1999), Prefatory Statement of Routine Uses, 87 FR 5874 (2/2/2022)

This unofficial consolidation of OPM/Internal-12 is from the U.S. Office of Personnel Management Privacy Website at <https://www.opm.gov/privacy>.

SYSTEM LOCATION:

Employment Service, Office of Personnel Management, 1900 E Street NW., Washington, DC 20415-0001.

SYSTEM MANAGER(S):

Network Communications Services, Employment Service, Office of Personnel Management, 1900 E Street NW., Washington, DC 20415-0001.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

Persons who are assigned OPM telephone numbers or are authorized to use OPM telephone services, and persons who make or receive telephone calls billed to OPM.

CATEGORIES OF RECORDS IN THE SYSTEM:

Call detail records of long-distance telephone calls placed from OPM telephones or otherwise billed to OPM (including originating and destination telephone numbers, cities, and states; date; time; cost; and duration of each call); records indicating the assignment of telephone numbers to organizations and individuals; and the organizational location of telephones.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM: AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

31 U.S.C. 1348 and 44 U.S.C. 3101.

PURPOSE(S) OF THE SYSTEM:

OPM uses call detail records to verify telephone usage and to resolve billing discrepancies so that telephone bills can be paid. OPM may also use these records to allocate the costs of telephone services to OPM organizational units; to identify unofficial telephone calls; to seek reimbursement for unofficial calls; and as a basis for taking action when Agency employees or other persons misuse or abuse OPM telephone services.

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND PURPOSES OF SUCH USES:

Routine uses 1 through 7, and 11, of the Prefatory Statement at the beginning of OPM's system notices (60 FR 63075, effective January 17, 1996) apply to the records maintained within this system. The routine uses listed below are specific to this system of records only:

- a. By OPM employees or other persons to determine their individual responsibility for telephone calls;
- b. By another Federal agency or a telecommunications company providing telephone services to permit servicing the account;
- c. By appropriate OPM employees to assist in the planning and effective management of OPM telephone services, and to determine that OPM telephone services are being used in an efficient and economical manner;
- d. By auditors, investigators, and other employees authorized by the Inspector General, pursuant to sections 4 and 6 of the Inspector General Act of 1978.

- To appropriate agencies, entities and persons when (1) OPM suspects or has confirmed that there has been a breach of the system of records, (2) OPM has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, OPM (including its information systems, programs and operations), the Federal Government, or national security; and (3) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with OPM's efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm.
- To another Federal agency or Federal entity, when OPM determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.

DISCLOSURES TO CONSUMER REPORTING AGENCIES:

1 Pursuant to 5 U.S.C. 552a(b)(12), OPM may disclose records from this system to consumer reporting agencies as defined in the Fair Credit Reporting Act (15 U.S.C. 1681a(f)) or the Federal Claims Collection Act of 1966 (31 U.S.C. 3701(a)(3)).

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:

OPM stores records on magnetic media, on optical media, and on paper.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:

Records are retrieved by employee name; by OPM organization; or by originating telephone number, destination telephone number, date, time, cost, or duration of call.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:

Records are stored in secure areas and are available only to those persons whose official duties require access.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:

These records are maintained for varying periods of time, from 6 months to 3 years, in accordance with NARA General Records Schedule 12, items 2 and 3. Records are destroyed after the appropriate retention period.

NOTIFICATION PROCEDURES:

Individuals wishing to inquire whether this system of records contains information about them should send written requests to the system manager. Individuals must furnish the following information for their records to be located and identified:

- a. Full name;
- b. OPM-assigned telephone number or telephone service authorization number; and
- c. Description of information being sought, including the time frame of information being sought.

RECORD ACCESS PROCEDURES:

Individuals wishing to request access to records about them should contact the system manager. Individuals must furnish the following information for their records to be located and identified:

- a. Full name;

- b. OPM-assigned telephone number or telephone service authorization number; and
- c. Description of information being sought, including the time frame of information being sought.

Individuals requesting access must also follow the Agency's Privacy Act regulations regarding verification of identity and access to records (5 CFR part 297).

CONTESTING RECORD PROCEDURES:

Individuals wishing to request amendment of records about them should contact the system manager. Individuals must furnish the following information for their records to be located and identified:

- a. Full name;
- b. OPM-assigned telephone number or telephone service authorization number; and c. Description of information being sought, including the time frame of information being sought.

Individuals requesting amendment must also follow the Agency's Privacy Act regulations regarding verification of identity and amendment of records (5 CFR part 297).

RECORD SOURCE CATEGORIES:

The information in this system of records is obtained from:

- a. Local OPM telephone directories and other telephone assignment records;
- b. Call detail reports provided by suppliers of telephone services; and
- c. The individual on whom the record is maintained.