



Privacy Impact Assessment for
USAJOBS (USAJ)

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Abstract

Housed within the Office of Personnel Management's (OPM) Human Resources Solutions office (HRS), USAJOBS is the Federal Government's official career portal, connecting job seekers with federal employment opportunities across the United States and around the world. USAJOBS provides a centralized secure platform that streamlines the federal government's recruitment processes for all government positions. The USAJOBS Program Office operates and maintains two systems: the USAJOBS seeker portal and the Agency Talent Portal (ATP). Job seekers utilize the seeker portal to create a profile, store their resume and supplemental documentation to be used in the application process, search for government jobs, find career information, and apply to a job online. ATP is the portion of USAJOBS that is accessible only by federal recruiters, federal human resources specialists, and hiring managers. ATP allows agency users to collaborate within a recruitment workspace to find and connect with talent. This Privacy Impact Assessment is being updated and renewed because USAJOBS continues to collect, maintain and disseminate personally identifiable information about job applicants.

Overview

Housed within the Office of Personnel Management's (OPM) Human Resources Solutions (HRS), USAJOBS is the Federal Government's official career portal connecting job seekers with federal employment opportunities across the United States and around the world. USAJOBS provides a platform by which federal agencies can meet their legal obligation to provide "public notice" for competitive and Senior Executive Service federal employment opportunities in accordance with 5 CFR Parts §316.905 and §317.501 (b). Agencies can choose to post any type of federal position on



USAJOBS including those that do not require public notice (e.g., excepted service, Direct Hire).

Federal agencies post job opportunity announcements to USAJOBS through their Talent Acquisition System (TAS). A TAS is a software solution that streamlines and automates the hiring process from recruitment through selection and onboarding. The TAS provider may be the agency or a third party federal or private sector system vendor. The use of a fully integrated TAS provides a vehicle for a compliant online application process. These systems exchange data electronically with the USAJOBS information system through the USAJOBS Integration Services / Staffing Integration framework web services interface in support of federal recruitment and hiring processes. The SIF establishes a universal technical architecture allowing TAS partners to communicate with USAJOBS through a common integration language and technology.

Agency TAS integration with USAJOBS allows job seekers to find, apply for, and see the status of federal job applications seamlessly from their USAJOBS account. The integration requirements are based on:

- 1) the original vision for the USAJOBS system;
- 2) the OMB memo, M-09-20, Planning for the President's Fiscal Year 2011 Budget and Performance Plans, issued June 11, 2009; and
- 3) the Presidential Memorandum dated May 11, 2010, that mandates that agencies "... (d) notify individuals applying for Federal employment through USAJOBS, an OPM-approved Federal web-based employment search portal, about the status of their application at key stages of the application process..."

According to OMB standards, USAJOBS is a High Impact Service Provider. Executive Order 14058, OMB Circular A-11 Section 280 is the government-wide guidance on how High Impact Service Providers should approach managing their customer experience. USAJOBS follows this guidance.



The USAJOBS Program Office operates and maintains two systems: the USAJOBS seeker portal and the Agency Talent Portal (ATP).

USAJOBS Seeker Portal

USAJOBS connects job seekers with federal employment opportunities across the United States and around the world. As the Federal Government's official employment site, USAJOBS helps job seekers find the right jobs, in accordance with their needs and goals. You can reach USAJOBS at usajobs.gov. Job seekers utilize the seeker portal to create a profile, store their resume and supplemental documentation to be used in the application process, search for government jobs, find career information, and apply to a job online. The seeker portal's main features include:

User Accounts

- **Profile:** Job seekers can create a profile that includes their contact information, demographics, citizenship, hiring paths, experience, education, languages, affiliated organizations, and work references. Job seekers have full control over their profiles and the documents they choose to store in USAJOBS. Job seekers can make their profile searchable on ATP for federal recruiters and hiring managers to view. Job seekers may also choose to anonymously share their demographic data with the hiring agency at the time of application.
- **Documents:** Job seekers can upload a resume or build a resume through the USAJOBS resume builder tool. The resume builder helps the job seeker create a resume based on federal resume best practices. Job seekers can make their resume searchable on ATP for federal recruiters and hiring managers to view. Job seekers can also upload and store other supporting documents that may be used in



the federal job application processes such as transcripts, cover letters, SF-50s, and DD-214s.

- **Veterans' Eligibility Tool (VET):** Many veterans and families of veterans do not know the preference eligibilities they qualify for, resulting in missed opportunities for federal employment. The VET educates job seekers who are veterans and families of veterans on what preferences they could be eligible for when applying to jobs. Job seekers respond to a series of questions regarding their military affiliation, and the tool shares the veterans' preference that job seeker is likely to be eligible for. The tool also links to additional help content and outlines the documentation the job seeker needs to supply with their application. This tool does not adjudicate veterans' preference. The tool is educational and informative in helping the job seeker understand their veterans' preference.
- **Personalized Dashboard:** When a user creates and logs into their USAJOBS account, they have a personalized dashboard that displays their applications including application status, saved jobs, saved job searches, and access to their application documents.
- **Email Notifications:** Job seekers can opt-in to receive emailed notifications when a job they have applied to or started an application for, will close in three days or has closed.
- **Events:** Using ATP, federal recruiters or HR specialists can post agency career-related events on the USAJOBS homepage. Job seekers can view the event post for details on registering and attending.

Job Search and Pre-Application



- **Homepage:** The homepage includes easy access to searching for jobs, learning about hiring paths, exploring career fields, and reviewing career-related events posted by federal agencies.
- **Search:** The search functionality allows a job seeker to search for jobs based on keywords, agencies, series, occupation, and location. Job seekers can filter their search by hiring path, pay, grade, agencies, series, work schedule, appointment type, remote/telework eligible, security clearance, position sensitivity and risk, mission critical career field, and travel. Job seekers can also save specific job searches and receive notifications about jobs that match those searches.
- **Job Opportunity Announcement (JOA):** The information in the JOA flows to USAJOBS from the agency's TAS through the SIF. The JOA advertises the agency's job openings and provides information about job duties, requirements, required documents, benefits, and how to apply. Job seekers start the application process on USAJOBS by selecting the "Apply" button and then identifying the resume and other documents they would like to include in their application package. USAJOBS transfers that information over to the TAS used by the agency that posted the position. The agency can then use the TAS to recruit, evaluate, assess, certify, select, and onboard employees.
- **USAJOBS Career Explorer:** The USAJOBS Career Explorer helps job seekers discover occupations in the federal government and direct them to open job announcements. Job seekers answer a series of questions about their career interests which result in a matched list of occupational series. The Career Explorer covers over 300 occupations in the GS and WG pay scale.



- **Pre-Application Guide:** Applicants initiate their job application on the USAJOBS application guide by selecting their resume, application documents, providing optional demographic information, and completing a survey on how they heard about the job. The applicant then transitions to the agency's TAS to complete and submit the application package.

Applicant Support

- **Self-Service Help Center Content:** The help center provides help content on navigating USAJOBS, the federal application process, working in the Federal Government, and contacting the USAJOBS help desk.
- **USAJOBS Help Desk:** The USAJOBS Support Team is available Monday through Friday 7am - 8pm ET and Saturday and Sunday 8am - 4pm ET (excluding federal holidays). Users may contact us through navigating the Help Center or going directly to [USAJOBS - Contact us](#) for customer or technical support. All issues requiring assistance after hours will be handled on the next business day. Support is limited to the technical use of the USAJOBS system. USAJOBS does not provide user support for second or third party (agency) systems. USAJOBS also does not provide user support for agency specific policy or procedural questions (e.g., required forms or other required application material) and application status questions. The Agency point of contact (POC) listed in the JOA is responsible for responding to job seeker or applicant inquiries related to the JOA. Inquiries directed to the USAJOBS Customer Support Center in error are referred to the point of contact listed on the job announcement.
- **Customer Satisfaction:** USAJOBS gathers customer satisfaction data from applicants regarding the USAJOBS system, federal hiring



process, and USAJOBS help desk. This information is used by the USAJOBS Program Office to improve the tools and processes applicants use to apply for federal employment.

Agency Talent Portal

ATP is the portion of USAJOBS that is accessible only by federal recruiters, federal human resources specialists, and hiring managers. ATP allows agency users to collaborate within a recruitment workspace to find talent through mining the USAJOBS database for resumes, saving resumes to hiring campaign boards, messaging candidates about job opportunities or recruitment events, and advertising career-related events on the USAJOBS homepage. ATP users can also view shared certificates of eligibles via the Talent Pools feature, and they can view candidates available for non-competitive selection via the Pathways Intern and Recent Graduate Talent Programs. You can reach ATP at agencyportal.usajobs.gov. ATP's main features include:

- **Agency Branded Search Page:** An agency branded search page allows agencies to advertise their open jobs without having the job seeker manually search for an agency's open jobs. This customized search page allows the user to upload a banner with their own branded agency image and a filtered search that highlights the agency's open positions. Agencies can also create branded search pages for jobs that target specific hiring paths (e.g., veterans, military spouses, individuals with disabilities, students, and recent graduates) and job series. To create a branded search page, agency users must have an active ATP account with the Branded Search Manager role.
- **Resume Mining:** Agency users can search for job seekers who have made their resumes searchable on USAJOBS. Users can find critical talent by searching skills, occupations, certifications, or educational programs. They can narrow search criteria further by



using filters for hiring paths, education, grade levels, and work preferences.

- **Campaigns and Messaging:** Campaigns allow agency users to save job seeker contact information and message them about job openings, career events or how to be considered for non-competitive or direct hire positions. Users can share campaigns with other colleagues to collaborate on a recruitment effort and export job seeker contact information to an excel spreadsheet.
- **Career Events:** Using a career event template, users can create an agency career event to advertise agency recruitment events, job informational sessions or career workshops. Once approved, events are posted on the USAJOBS landing page for job seekers to see and register for the event.
- **Talent Pools:** Talent Pools “advertise” available shared certificates of eligibles who have opted-in to having their application materials shared with multiple agencies across government under the Competitive Service Act (CSA) and OPM-run cross-government hiring actions (Cross-Gov). Talent Pools allow HR specialists and hiring managers to quickly view available certificates of eligibles to determine if an existing certificate will meet their current hiring needs.

To share certificates with another agency, the originating agency must notify applicants in the job opportunity announcement and allow them to opt in to sharing their names and application materials with other agencies. Agencies interested in selecting from another agency’s certificate must verify through job analysis that the original agency qualification and assessment criteria are appropriate for the position they want to fill.



To use the Talent Pool functionality, an agency must designate an HR Specialist to support one or both roles:

- **Talent Pool Manager:** This is a centralized role at the originating agency for the CSA and Cross-Gov hiring actions. This individual will determine which certificates to share with other agencies and will create the talent pools for their agency.
- **Shared Certificate Coordinator:** These are individuals at the receiving agency who understand their agency's hiring needs and determine if their agency hiring managers and HR specialists should have access to specific talent pools in ATP.
- **Talent Programs:** A talent program is a recruitment program that connects vetted job candidates with federal agencies that are hiring. Candidates in each talent program have participated in a federal program, such as an internship, that has vetted their eligibilities and qualifications. These candidates aren't on an active hiring certificate but may be available to hire under non-competitive eligibilities. Talent programs can speed up the federal hiring process by providing an agency with a list of candidates whose eligibilities and qualifications are already vetted through a federal program.

System Security, Privacy, and Availability

As a shared service, USAJOBS was designed for high-volume usage. The system can increase usage capacity in a very short period in anticipation of large applicant volume. Server utilization and response times are constantly monitored, and server resources are adjusted accordingly. USAJOBS system availability regularly exceeds 99%.

OPM maintains the Authority to Operate, Privacy Impact Assessment, and Records Retention Schedule for USAJOBS, reducing the reporting burden



across the shared service. Data redundancy is provided at OPM's Data Center in Macon, GA to ensure continued operations.

OPM places the utmost importance on the privacy and security of the USAJOBS platform, agency customers', and the public's information. USAJOBS complies with the relevant Federal Information Security Modernization Act (FISMA) provisions, National Institute of Standards and Technologies (NIST) Standards and Special Publications (SP), Open Web Application Security Project (OWASP) Top 10 recommendations for web application security, as well as industry best practices. This compliance translates into a secure application and infrastructure that meets agency business needs and mitigates privacy risks associated with the collection, maintenance, and use of the personally identifiable information in the system.

OPM undergoes annual independent security audits, in addition to regular customer evaluations, and consistently receives favorable reviews. Agencies benefit from a fully certified and accredited system that meets Federal security standards and is 508 compliant. Agency security teams can request an in-person review of USAJOBS security documentation at an OPM facility through their Engagement Specialist at any time. The USAJOBS Privacy Impact Assessment is a public document and can be reviewed at any time at opm.gov. OPM will notify agencies of major incidents related to privacy and/or security once an analysis of the event has occurred.

USAJOBS uses login.gov to provide a secure sign-in experience. The two-step authentication protects users' data and personal information that is stored on USAJOBS. Login.gov uses a variety of authentication methods to USAJOBS user data. These methods include monitoring and recording network traffic (any data going in and out of login.gov) to identify unauthorized attempts to change information, or otherwise have the potential to cause damage to the system, the integrity of the records maintained, or to individuals.



Federal agencies are responsible for implementing processes to minimize the collection of personally identifiable information (PII) and the proper usage of system functionality. Federal agencies are responsible for bringing any incidents to OPM that impact cybersecurity, including agency interconnections and system usage.

USAJOBS supports both a production and a dedicated User Acceptance Testing (UAT) environment that acts as a pre-production site. UAT is used for training and testing functionality. UAT mirrors the production environment of USAJOBS, except it contains fake data used for testing new features or training purposes. The UAT environment can be accessed here: uat.usajobs.gov.

Talent Acquisition System (TAS) Requirements

OPM works to assure the interconnection between USAJOBS and each agency TAS is secure by requiring the following:

- The TAS has completed Security Assessment and Authorization (SA&A)/Certification and Accreditation (C&A) under the direction of the Agency or another Federal entity in compliance with applicable FISMA law.
- The TAS has an Authorization to Operate (ATO) which authorizes the TAS to collect, process, store, or transmit information. The highest categorization of information permitted to pass through the interconnection is Sensitive but Unclassified.
- The ATO is current and available for review by OPM.
- An Interconnection Security Agreement (ISA) outlining technical details of the interconnection and security requirements for interconnection has been established between the TAS and OPM.
- Requirements outlined in the ISA are met by both parties.
- The ISA remains in effect for three (3) years after the effective date, after which it will expire without further action. This agreement will be reviewed at least annually or whenever a



significant change occurs to ensure that security controls are operating properly and providing appropriate levels of protection.

USAJOBS provides total access only to subscribing federal agencies contingent on receipt of fees and compliance with security and integration requirements. When non-complying events occur, the USAJOBS Program Office will provide timely notification detailing the corrective action required and a timetable for completion. If deadlines are not met, the agency may be denied access to the system SIF.

USAJOBS is committed to providing continued support to agencies in choosing a TAS. The seamless integration of USAJOBS and the TAS is critical in enhancing the applicant's job application experience and is a requirement of the President's Hiring Reform.

Section 1.0. Authorities and Other Requirements

1.1. What specific legal authorities and/or agreements permit and define the collection of information by the project in question?

USAJOBS' authorities to collect and disseminate applicant information to support the recruitment and hiring process include: 5 USC § 3327; 5 USC § 3330; Presidential Memorandum - May 11, 2010 "Improving the Federal Recruitment and Hiring Process;" Executive Order 13518 - Nov. 9, 2009 "Employment of Veterans in the Federal Government;" and Executive Order - 13162- July 6, 2000 "Federal Career Intern Program."

1.2. What Privacy Act System of Records Notice(s) (SORN(s)) apply to the information?

The Privacy Act Systems of Records Notices applicable to the information in USAJOBS are OPM/GOVT—5, Recruiting, Examining, and Placement Records, and OPM/GOVT—7, Applicant Race, Sex, National Origin, and Disability Status Records.



1.3. Has a system security plan been completed for the information system(s) supporting the project?

Yes. The system security plan is updated at least annually and signed by the authorizing official/system owner to acknowledge the updates and edits.

1.4. Does a records retention schedule approved by the National Archives and Records Administration (NARA) exist?

Yes. The records schedule number for USAJOBS is DAA-0478-2014-0006; *Section 5.0. Data Retention by the Project*, contains more information about this retention schedule.

1.5. If the information is covered by the Paperwork Reduction Act (PRA), provide the OMB Control number and the agency number for the collection. If there are multiple forms, include a list in an appendix.

OMB Control Number 3206-0219 has been established for the USAJOBS Profile and Resume Builder. Other common forms collected as a part of the supporting documentation include:

- OF 306, Declaration of Federal Employment (OMB No. 3206-0182)
- SF 15, Application for 10-Point Veteran Preference (OMB No. 3206-0001)
- DD 214, Certificate of Release or Discharge from Active Duty (PRA does not apply)
- SF-50, Notification of Personnel Action (PRA does not apply)
- Verint Customer Satisfaction Survey (OMB No. 1090-0008)

Section 2.0. Characterization of the Information

2.1. Identify the information the project collects, uses, disseminates, or maintains.

USAJOBS collects information about individuals seeking jobs with the Federal government. This information includes name, contact information (email address, mailing address, telephone number), demographic information,



citizenship, hiring preferences, work and military experience, education, languages, affiliated organization, occupational specialties and certifications, and work references. In addition, USAJOBS allows job seekers to store supporting documentation that may be used in the federal job application process to include resumes, transcripts, veteran documentation, employment records, and eligibility information for a particular position, such as information about past Federal employment, citizenship, and veteran's status. All other information collected by USAJOBS is deemed optional and depends upon what additional documents are shared by applicants. The content of the documents can include information such as social security numbers that may or may not have been requested by OPM or any agency requirements.

Demographic information for the applicant such as race, sex, and national origin may also be collected and stored. This collection of demographic data is optional and only occurs at the discretion of the applicant. It is optionally collected and transmitted at the time of application to the hiring agency but is not provided to hiring officials, anyone involved in the hiring process or the public.

2.2. What are the sources of the information and how is the information collected for the project?

Information is collected directly from the job seeker via the USAJOBS online interface. The job seeker creates a profile. The required profile fields include: contact information (first name, last name, country, postal code, city, state, telephone type and number), citizenship, and federal and military service. In addition, job seekers can upload a resume or build a resume through the USAJOBS resume builder tool. Job seekers can also upload and store other supporting documentation that may be used in the federal job application process to include cover letters, transcripts, veterans' documentation, employment records, and eligibility information for a particular position. Within the application process in the TAS, job seekers may also choose to



include their demographic information and/or upload resumes and other supporting documentation.

2.3. Does the project use information from commercial sources or publicly available data? If so, explain why and how this information is used.

USAJOBS does not use any commercial or publicly available data unless the job seeker chooses to input that information.

2.4. Discuss how accuracy of the data is ensured.

As data is collected in the system, accuracy is enabled by a combination of field restrictions and user confirmation, but USAJOBS does not independently verify that the information a job seeker provides is accurate. Field restrictions are when the system only allows job seekers to enter data that has certain restrictions, such as choosing a valid United States state name from a list, or for an HR Specialist creating the job opportunity announcement in the TAS, limiting announcement fields to the number of characters that can display on USAJOBS. User confirmation is when the system will ask the user to validate that the data that they have entered is accurate, or that data that has been returned from a TAS through the USAJOBS Integration Services / Staffing Integration framework web services interface is accurate. Applicants are also informed they must provide complete and truthful information and that to knowingly provide false information or conceal a material fact is a violation of 18 U.S.C. § 1001 and may result in fines and/or up to five (5) years imprisonment.

2.5. Privacy Impact Analysis: Related to Characterization of the Information

Privacy Risk: There is a risk that USAJOBS may collect inaccurate information.



Mitigation: This risk is mitigated by the field restrictions, user confirmation features, and notice about providing complete and truthful information that are further described in response to 2.4 above.

Privacy Risk: There is a risk that USAJOBS may collect more information than is necessary to meet the business purpose of the system.

Mitigation: This risk is not fully mitigated because applicants are permitted to upload information that may not have been requested by USAJOBS or a particular agency's job announcement. USAJOBS makes every effort to mitigate this risk by, for example, allowing agencies to modify the customized information requests such that only information relevant to a specific application is being collected. Applicants are notified as to whether requested information is required or optional. Additionally, USAJOBS advises job seekers not to include the following types of information in their profile or resume:

- Classified or government sensitive information
- Social Security Number (SSN)
- Photos of yourself
- Personal information, such as age, sex, religious affiliation, etc.
- Encrypted and digitally signed documents

Unfortunately, some of the forms that are often collected, such as the DD-214 used to verify prior military service, do generally include the individual's SSN.

Section 3.0. Uses of the Information

3.1. Describe how and why the project uses the information.

The job seeker information that is collected and maintained in USAJOBS is used by agency HR personnel and hiring officials to make decisions



regarding a job seeker's eligibility and qualification for a particular federal job.

The demographic information that job seekers can voluntarily provide may be used to support Equal Employment Opportunity Commission reporting by federal agencies. TASs separate this demographic data from the application and only use it in the aggregate for reporting purposes.

When starting an application, job seekers are presented a "How Did You Hear About This Job" survey. This information is shared with hiring agencies as part of the job seeker's application package. USAJOBS retains this information for aggregated, statistical analysis.

When a job seeker opts to make their resume searchable, the resume text and select data from the job seeker's profile, including contact information, citizenship, hiring paths, federal and military experience, and preferences are made available in ATP. Agency users can search this information in ATP to try and find individuals who can fill their position. If a job seeker makes their resume and profile not searchable in the future, their information is no longer viewable in ATP.

3.2. Does the project use technology to conduct electronic searches, queries, or analyses in an electronic database to discover or locate a predictive pattern or an anomaly? If so, state how OPM plans to use such results.

Both the seeker portal and ATP have search features that allow job seekers (in the seeker portal) and federal and contractor staff (in ATP) to query by keywords and geographic location. Neither of these features are used to discover or locate predictive patterns or anomalies.

3.3. Are there other programs or offices with assigned roles and responsibilities within the system?

Within OPM, only HRS and OCIO personnel have assigned roles and responsibilities within the USAJOBS system.



USAJOBS maintains several interconnections with TASs. These interconnections are managed by the SIF, Memorandum of Understandings (between agencies), and ISA's (between TASs) in accordance with OPM CIO policy. Through the SIF, USAJOBS receives job opportunity announcements from TASs and shares job seeker profiles and documents with those TASs upon the job seeker initiating an application submission. TASs also share application status notifications with USAJOBS.

3.4. Privacy Impact Analysis: Related to the Uses of Information

Privacy Risk: There is a risk that unauthorized individuals may access the information in USAJOBS and use it for an unauthorized purpose or that authorized users will access the information for unauthorized purposes.

Mitigation: USAJOBS mitigates the risk of unauthorized individuals gaining access by only allowing job seekers to access their accounts via login.gov multi-factor authentication. The risk of authorized agency users accessing the information for unauthorized purposes is mitigated through access controls that restrict the ability to retrieve data, based on authorization and access permissions built into the system. The system maintains access roles that restrict and grant access to information and functionality to support the business process needs of federal HR professionals. As outlined in section 8.1, audits are conducted on usage of the system.

Privacy Risk: Through ATP, there is a risk of PII being used outside of the scope of the purpose for which the initial collection was made.

Mitigation: This risk is mitigated by only providing access to authorized and registered federal and contractor staff. Those staff are presented with, and must agree to, rules of behavior on an annual basis. These rules include properly identifying Agency employees eligible as users of the USAJOBS ATP and acquiring, disseminating, and using ATP information to perform their official government duties.



Privacy Risk: Through ATP, there is a risk of sharing information with other parts of the user's agency without tracking where the information is sent.

Mitigation: This risk is mitigated by providing access through controls built into USAJOBS to only allow authorized and registered federal and contractor staff. Those staff are presented with and must agree to rules of behavior on an annual basis. These rules assign responsibility for sharing information with others not involved in the hiring processes.

Section 4.0. Notice

4.1. How does the project provide individuals notice prior to the collection of information? If notice is not provided, explain why not.

The system and program provide a Privacy Policy, Full Terms and Conditions of Use, and Rules of Behavior to every user on USAJOBS.

USAJOBS job seekers are also presented with a link to the Privacy Act Statement located on the header of the registration and authenticated pages as well as a link to the Terms and Conditions and Privacy Policy on the footer of every page within the internet application.

ATP users are presented with, and must agree to, rules of behavior on an annual basis. These rules include properly identifying Agency employees eligible as users of the USAJOBS ATP and acquiring, disseminating, and using ATP information to perform their official government duties. A link to the Terms and Conditions and the Privacy Policy are in the footer of every page within the internet application.

4.2. What opportunities are available for individuals to consent to uses, decline to provide information, or opt out of the project?

Prior to authenticating into USAJOBS using login.gov, job seekers are presented with the USAJOBS Privacy Act Statement. Additionally, job



seekers must consent to OPM's security and privacy practices prior to authenticating into USAJOBS. This includes unconditional consent to review, monitor, record, audit, and act by all authorized government and law enforcement personnel. When entering information directly into USAJOBS, the job seeker can determine which information to add and can also delete that information if desired.

Applicants who have a saved resume may choose whether to make that resume searchable (checkbox on each resume). If they do make their resume searchable, their resume and profile, if it is complete, will be available to federal and contractor staff looking to fill other positions in ATP. If not, their resume and profile will not be searchable in ATP. Job seekers are informed what information will be searchable if they check the box and may choose to uncheck the box to make their resume and profile not searchable at any time.

4.3. Privacy Impact Analysis: Related to Notice

Privacy Risk: There is risk that job seekers will not receive adequate notice concerning why their information is being collected and how it will be used.

Mitigation: USAJOBS mitigates this risk by requiring Full Terms and Conditions of Use consent upon sign in and providing access to the USAJOBS Privacy Policy on every webpage within the system. The risk is mitigated at the point of collection when job seekers are provided with Privacy Act statements that inform them of the human resources purposes for which their information is being collected and through the publication of the SORN and this PIA.

Section 5.0. Data Retention by the Project

5.1. Explain how long and for what reason the information is retained.

In line with Record Schedule DAA-0478-2014-0006, USAJOBS' planned scheduling retains individual-level data, including PII and web analytics, for



three years after the job seeker's last login date. After three years, individual-level data is anonymized and aggregated for statistical purposes. Statistical data is retained indefinitely to track USAJOBS program performance and improvements.

Applicants can request to have their profile and document data deleted at any time, at which time their data is removed from production systems and archived for the remainder of the three-year data retention period.

When job seekers choose to make their profile and resume searchable in ATP, it will appear for eighteen (18) months from the date the last action took place. After this period has elapsed, the profile and resume are removed from the searchable index until a job seeker opts in again.

5.2. Privacy Impact Analysis: Related to Retention

Privacy Risk: There is risk that the information in USAJOBS will be retained for longer than is necessary to fulfill the business need for the information.

Mitigation: This risk is mitigated by adhering to the applicable records schedule and removing information three years after the job seeker's last login date.

Section 6.0. Information Sharing

6.1. Is information shared outside of OPM as part of the normal agency operations? If so, identify the organization(s) and how the information is accessed and how it is to be used.

The information that job seekers provide to USAJOBS to apply to a job announcement is shared with the relevant federal hiring agencies via their TAS. The federal agency uses the information to evaluate the job seekers for the federal job opportunity announcements for which they have applied.

Demographic information for the applicant such as race, sex, and national origin is optionally collected and transmitted at the time of application to the



hiring agency but is not provided to hiring officials, anyone involved in the hiring process, or the public.

ATP is the portion of USAJOBS that is accessible only by federal recruiters, federal human resources specialists, and hiring managers. ATP access is provided through controls built into USAJOBS to only allow authorized and registered federal and contractor staff. To request access to ATP, agency employees email recruiter-help@usajobs.gov using a federal email address. Those staff granted access are presented with, and must agree to, rules of behavior on an annual basis. These rules include properly identifying agency employees eligible as users of the USAJOBS ATP and acquiring, disseminating, and using ATP information to perform their official government duties.

6.2. Describe how the external sharing noted in 6.1 is compatible with the SORN noted in 1.2.

Any disclosure of information outside of OPM is done only consistent with the Privacy Act, such as with consent or pursuant to an applicable routine use in the relevant SORN identified in Section 1.2. USAJOBS provides access to applicant information to appropriate agency users consistent with the purposes for which that information was collected. For example, pursuant to the OPM/GOVT—5, Recruiting, Examining, and Placement Records, the records are intended to be “used in considering individuals who have applied for positions in the federal service by making determinations of qualifications...for positions applied for, and to rate and rank applicants applying for the same or similar positions. They are also used to refer applicants to federal agencies for employment consideration, including appointment, transfer, reinstatement, reassignment, or promotion.” Likewise, applicant demographic information is provided to customer agencies only with the consent of the individual applicant for the purpose set forth in the OPM/GOVT—7, Applicant Race, Sex, National Origin, and Disability Status Records SORN, generally to evaluate at an aggregate level hiring methods, recruitment programs and to meet reporting obligations but



in such a manner that "the individual's identification as to race, sex, national origin, or disability status does not accompany that individual's application nor is otherwise made known when the individual is under consideration by a selecting official."

6.3. Does the project place limitations on re-dissemination?

All federal agencies that receive information from USAJOBS are subject to the government-wide SORNs referenced in Section 1.2 and their use and disclosure of the information may only occur within the parameters of relevant Privacy Act provisions and routine uses enumerated in those SORNs. In addition, agencies are subject to the Rules of Behavior that outline appropriate handling and use of USAJOBS information.

Application submission data made available to TAS's are limited based on Interconnection Security Agreements (ISA) and Memorandums of Understanding (MOU).

6.4. Describe how the project maintains a record of any disclosures outside of OPM.

An accounting of disclosures outside of OPM are maintained in accordance with Privacy Act requirements. Records of requests for an accounting of disclosure of USAJOBS data can be obtained via the USAJOBS help desk at vendor-help@usajobs.gov, and the USAJOBS data analytics team obtains the information necessary to process those requests. The process of requesting these records is also outlined in the SORNs referenced in Section 1.2.

6.5. Privacy Impact Analysis: Related to Information Sharing

Privacy Risk: There is a risk that information will be disclosed and used for a purpose that is not consistent with the business purpose for which the information was initially collected.

Mitigation: This risk is mitigated by disclosing information only pursuant to the routine uses in the relevant SORNs or as otherwise permitted by the Privacy Act and by requiring agencies to adhere to the Rules of Behavior and



other relevant requirements contained in inter-agency agreements. Agency staff are notified in the Rules of Behavior, agreed to annually, that unauthorized use or acts to accrue resources for unauthorized purposes, or otherwise misuse this system are strictly prohibited.

Section 7.0. Redress

7.1. What are the procedures that allow individuals to access their information?

Job seekers are required to establish a login.gov account through the General Services Administration to access USAJOBS. Once established, a job seeker can access USAJOBS through login.gov to develop a profile, review and make changes to any of the information in their USAJOBS profile at any time, and apply for jobs.

When individuals apply for a job, USAJOBS sends the individual, their profile information, and any documents they select in USAJOBS to the agency's TAS to complete the application. Changing information in USAJOBS does not impact any information that was previously included in an application; the individual would need to update their application in the TAS to make that change. If the posting has closed, the individual may need to contact the agency to make that change.

Job seekers may also request access to records that are covered by the SORNS referenced in Section 1.2 by following the process outlined.

7.2. What procedures are in place to allow the subject individual to correct inaccurate or erroneous information?

Job seekers are required to establish a login.gov account through the General Services Administration to develop a profile, access and make changes to their own information, and apply for jobs. Once established, a job seeker may update their profile information and delete or upload documentation at any time.



USAJOBS operates a Help Desk that job seekers may contact to request assistance with erroneous or inaccurate information.

More generally, job seekers may also request amendment to records that are covered by the SORNS referenced in Section 1.2 by following the process outlined.

7.3. How does the project notify individuals about the procedures for correcting their information?

Job seekers are provided with notice regarding their information at the USAJOBS website, via instructions on establishing and maintaining their USAJOBS profile and via access to the USAJOBS Help Center that can provide instruction on how to obtain assistance. Job seekers also receive notice via this PIA and, generally, via the SORNS referenced in Section 1.2.

7.4. Privacy Impact Analysis: Related to Redress

Privacy Risk: There is a risk that job seekers will not understand how they can access and amend their information.

Mitigation: This risk is mitigated through the notice and functionality described above, which provides job seekers the capability to update their information online via the USAJOBS website and other mechanisms.

Section 8.0. Auditing and Accountability

8.1. How does the project ensure that the information is used in accordance with stated practices in the PIA?

USAJOBS captures sufficient information in audit records to establish what events occurred, the sources of the events, and the outcomes of the events. USAJOBS personnel review and analyze system audit records for indications of inappropriate or unusual activity, investigate suspicious activity or suspected violations, report findings to appropriate officials, and take necessary actions. Additionally, administrative access to the systems is



limited to individuals within the OPM CIO office only. These individuals are required to take IT administrator security training by OPM annually.

8.2. Describe what privacy training is provided to users either generally or specifically relevant to the project.

All OPM employees are required to take annual IT Security and Privacy Awareness Training. In addition, every agency user is required to accept the systems Rules of Behavior which requires that they take the annual IT security and privacy training required by their agency. Additionally, role-based trainings are required for certain ATP users.

8.3. What procedures are in place to determine which users may access the information and how does the project determine who has access?

Job seekers are required to establish a login.gov account through the General Services Administration to establish an account, develop a profile, access and make changes to their own information, and apply for jobs. The Login.gov PIA, posted to the General Services Administration's website, provides additional information about the privacy implications of that system (<https://www.gsa.gov/reference/gsa-privacy-program/privacy-impact-assessments-pia>).

Federal agencies are provided access to USAJOBS through Inter-agency Agreements on an annual basis. Only authorized users may obtain privileged access to USAJOBS. The customer federal agency assigns rights and delegates access to the system to authorized agency staff and assumes all responsibility for the licensed users it provides access.

Contractors are allowed to use USAJOBS at their customer agency's discretion and subject to meeting appropriate security requirements.



8.4. How does the project review and approve information sharing agreements, MOUs, new uses of the information, new access to the system by organizations within OPM and outside?

Federal agencies are granted access to USAJOBS via an annual Inter-agency Agreement (IAA) and Statement of Service agreement. Authorized agency personnel and the Program Manager sign a written agreement that contains the privacy and security policies for USAJOBS and the Rules of Behavior for all information types. Any new uses of the information or information sharing agreements will be evaluated by the USAJOBS program in consultation with the appropriate OPM stakeholders, to include the Office of the General Counsel, the Chief Privacy Officer, and the Chief Information Security Officer.

Responsible Officials

Shannon Hazelwood
USAJOBS Program Manager
Human Resources Solutions

Approval Signature

Becky Ronayne
Acting Senior Agency Official for Privacy