# U.S. Department of Commerce U.S. Patent and Trademark Office



# Privacy Impact Assessment for the Reed Tech Patent Data and Document Management (Reed Tech PDDM)

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☑ Concurrence of Senior Agency Official for Privacy/DOC Chief Privacy Officer

 $\hfill\square$  Non-concurrence of Senior Agency Official for Privacy/DOC Chief Privacy Officer

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Date

# U.S. Department of Commerce Privacy Impact Assessment USPTO Reed Tech Patent Data and Document Management (Reed Tech PDDM)

#### Unique Project Identifier: PTOC-065-00

#### **Introduction:** System Description

#### Provide a brief description of the information system.

The Reed Tech PDDM system is designed to process, transmit and store data and images to support the datacapture and conversion requirements of the USPTO patent application process. Patent applications are typically submitted to USPTO on paper (hard copy) or in electronic format. Under the PDDM contract, Reed Tech hosts and manages the PDDM system and is required to process the applications including all text, graphics, artwork, drawings, etc. Once the processing of the application is completed, each patent is composed and formatted to USPTO specifications for delivery back to USPTO for Publication.

Address the following elements:

(a) Whether it is a general support system, major application, or other type of system Reed Tech PDDM is a major application.

#### (b) System location

The system is located in Horsham, Pennsylvania and has several satellite locations.

# (c) Whether it is a standalone system or interconnects with other systems (identifying and describing any other systems to which it interconnects)

Reed Tech PDDM is not a standalone system. There is a point-to-point Digital Signal Level 3 (DS3) that provides connectivity between Horsham, Pennsylvania, and USPTO at Alexandria, Virginia. It interconnects with the systems below:

**Contractor Access System (CAS)**: CAS is an infrastructure information system that provides off-site contractors and selected USPTO employees with limited, monitored, and secured access to PTONet applications, resources, and services. The CAS network provides contractors with access to the USPTO network (PTONet) through the Enterprise Trusted User (ETU) Firewall architecture.

**Network and Security Infrastructure (NSI)**: The NSI facilitates the communications, secure access, protective services, and network infrastructure support for all USPTO applications.

**Patent Capture Application Processing System – Examination Support (PCAPS-ES)**: The purpose of PCAPS-ES is to process, transmit and store data and images to support the data-

capture and conversion requirements of the USPTO to support the USPTO patent application process.

(d) The way the system operates to achieve the purpose(s) identified in Section 4 PDDM operates as follows: When patent applications are initially received at the USPTO, the documents are uploaded into the Image File Wrapper (IFW) system which falls under PCAPS-ES. Applications are electronically exported to the Reed Tech PDDM system via a USPTOmanaged interconnection.

### (e) How information in the system is retrieved by the user

PDDM - Information in the system is retrieved by the user after the patent applications are electronically exported to the Reed Tech PDDM system via a USPTO-managed interconnection.

## (f) How information is transmitted to and from the system

PDDM - Patent applications and application contents are sent to and from the PDDM system via Secured File Transfer Protocol (SFTP).

### (g) Any information sharing

Information within PDDM system is shared with PTO employees, members of the public, PTO contractors and subcontractors who work for Reed Tech. Subcontractors are contractually prohibited from sharing information provided to them as part of the PDDM contract. For all subcontractors, encrypted information is transferred to them via secure connections.

(h) The specific programmatic authorities (statutes or Executive Orders) for collecting, maintaining, using, and disseminating the information

35 U.S.C. 2 and 115, Leahy-Smith America Invents Act, E-Government Act, and Open Government Data Act are the applicable programmatic authorities.

(i) The Federal Information Processing Standards (FIPS) 199 security impact category for the system

Moderate

## Section 1: Status of the Information System

- 1.1 Indicate whether the information system is a new or existing system.
  - $\Box$  This is a new information system.
  - □ This is an existing information system with changes that create new privacy risks. *(Check all that apply.)*

Changes That Create New Privacy Risks (CTCNPR)					
a. Conversions		d. Significant Merging		g. New Interagency Uses	

b. Anonymous to Non- Anonymous		e. New Public Access		h. Internal Flow or Collection	
c. Significant System Management Changes		f. Commercial Sources		i. Alteration in Character of Data	
j. Other changes that create new	v priva	cyrisks (specify):	-		-

- □ This is an existing information system in which changes do not create new privacy risks, and there is not a SAOP approved Privacy Impact Assessment.
- ⊠ This is an existing information system in which changes do not create new privacy risks, and there is a SAOP approved Privacy Impact Assessment.

#### <u>Section 2</u>: Information in the System

2.1 Indicate what personally identifiable information (PII)/business identifiable information (BII) is collected, maintained, or disseminated. (*Check all that apply.*)

Identifying Numbers (IN)					
a. Social Security*		f. Driver's License		j. Financial Account	$\boxtimes$
b. TaxpayerID		g. Passport		k. Financial Transaction	
c. Employer ID		h. Alien Registration		1. Vehicle Identifier	
d. Employee ID		i. Credit Card	$\boxtimes$	m. Medical Record	
e. File/Case ID	$\boxtimes$				
n. Other identifying numbers	(specif	y):			
*Explanation for the business	needto	o collect, maintain, or disseminat	te the S	Social Security number, including	3
truncated form:				-	

General Personal Data (GPD	)				
a. Name	$\boxtimes$	h. Date of Birth		o. Financial Information	$\boxtimes$
b. Maiden Name		i. Place of Birth		p. MedicalInformation	
c. Alias		j. Home Address	$\boxtimes$	q. Military Service	
d. Gender		k. Telephone Number	$\boxtimes$	r. Criminal Record	
e. Age		l. Email Address	$\boxtimes$	s. Marital Status	
f. Race/Ethnicity		m. Education		t. Mother's Maiden Name	
g. Citizenship	$\boxtimes$	n. Religion			
u. Other general personal data (specify):					

Work-Related Data (WRD)					
a. Occupation	$\times$	e. Work Email Address	$\boxtimes$	i. Business Associates	
b. Job Title	$\boxtimes$	f. Salary		j. Proprietary or Business Information	$\boxtimes$
c. Work Address	$\boxtimes$	g. Work History		k. Procurement/contracting records	

d. Work Telephone Number		h. Employmen Performance other Perfor Information	e Ratings or mance		
1. Other work-related data (s)	pecify	:			

Distinguishing Features/Bio	metric	s (Dl	FB)		
a. Fingerprints		f.	Scars, Marks, Tattoos	k. Signatures	
b. Palm Prints		g.	Hair Color	l. Vascular Scans	
c. Voice/Audio Recording		h.	Eye Color	m. DNA Sample or Profile	
d. Video Recording		i.	Height	n. Retina/Iris Scans	
e. Photographs		j.	Weight	o. Dental Profile	
p. Other distinguishing features/biometrics (specify):					

Sy	stem Administration/Audi	t Data	(SAAD)			
a.	User ID	$\boxtimes$	c. Date/Time of Access	$\boxtimes$	e. ID Files Accessed	$\boxtimes$
b.	IP Address	$\times$	f. Queries Run	$\boxtimes$	f. Contents of Files	$\boxtimes$
g.	Othersystemadministrati	on/aud	it data (specify):			

# Other Information (specify)

2.2 Indicate sources of the PII/BII in the system. (Check all that apply.)

Directly from Individual abo	ut Wh	om the Information Pertains			
In Person		Hard Copy: Mail/Fax	$\boxtimes$	Online	$\boxtimes$
Telephone		Email			
Other (specify):			-		

<b>Government Sources</b>				
Within the Bureau	$\boxtimes$	Other DOC Bureaus	Other Federal Agencies	
State, Local, Tribal		Foreign		
Other (specify):				

Non-government Sources				
Public Organizations		Private Sector	Commercial Data Brokers	
Third Party Website or Application				
Other(specify):				

2.3 Describe how the accuracy of the information in the system is ensured.

The data in the PDDM system is provided to the USPTO by the Patent applicants. The USPTO provides this information to Reed Tech. Reed Tech performs internal quality reviews throughout the lifecycle of the patent process. USPTO performs inspections of patent deliverables.

Patent applicants may update their PII/BII at any time by filing the appropriate forms with the USPTO. The USPTO, in turn, forwards the updated information to Reed Tech as part of standard business processes and the updated PII/BII information would be reflected in the next deliverable to the USPTO.

2.4 Is the information covered by the Paperwork Reduction Act?

Yes, the information is covered by the Paperwork Reduction Act. Provide the OMB control number and the agency number for the collection. 0651-0020, Patent TermExtension 0651-0031, Patent Processing 0651-0032, Initial Patent Applications 0651-0059, Patent Petitions Related to Application and Reexamination Processing Fees 0651-0070, Fee Deficiency Submissions 0651-0071, Matters Relating to First Inventor to File
No, the information is not covered by the Paperwork Reduction Act.

2.5 Indicate the technologies used that contain PII/BII in ways that have not been previously deployed. (*Check all that apply.*)

Technologies Used Containing PII/BII Not Previously Deployed (TUCPBNPD)		
	Biometrics	
	Personal Identity Verification (PIV) Cards	
	vious ly	Biometrics

There are not any technologies used that contain PII/BII in ways that have not been previously deployed.

#### Section 3: System Supported Activities

3.1 Indicate IT system supported activities which raise privacy risks/concerns. (Check all that apply.)

Activities		
Audio recordings	Building entry readers	
Video surveillance	Electronic purchase transactions	
Other (specify): Click or tap here to enter text.		

There are not any IT system supported activities which raise privacy risks/concerns.

#### Section 4: Purpose of the System

 $\boxtimes$ 

4.1 Indicate why the PII/BII in the IT system is being collected, maintained, or disseminated. *(Check all that apply.)* 

Purpose			
For a Computer Matching Program		For administering human resources programs	
For administrative matters	$\boxtimes$	To promote information sharing initiatives	$\boxtimes$
Forlitigation		For criminal law enforcement activities	
For civil enforcement activities		For intelligence activities	
To improve Federal services online	$\boxtimes$	For employee or customer satisfaction	$\boxtimes$
For web measurement and customization technologies (single-session)		For web measurement and customization technologies (multi-session)	
Other (specify):			

#### Section 5: Use of the Information

5.1 In the context of functional areas (business processes, missions, operations, etc.) supported by the IT system, describe how the PII/BII that is collected, maintained, or disseminated will be used. Indicate if the PII/BII identified in Section 2.1 of this document is in reference to a federal employee/contractor, member of the public, foreign national, visitor or other (specify).

Reed Tech PDDM: PII/BII is collected and maintained in this system to facilitate the processing of patent applications for administrative matters, to improve federal online services, to promote information sharing initiatives, and customer satisfaction. The PII/BII comes from persons applying for patents through the USPTO.

5.2 Describe any potential threats to privacy, such as insider threat, as a result of the bureau's/operating unit's use of the information, and controls that the bureau/operating unit has put into place to ensure that the information is handled, retained, and disposed appropriately. (For example: mandatory training for system users regarding appropriate handling of information, automatic purging of information in accordance with the retention schedule, etc.)

In the event of computer failure, insider threats, or attack against the system by adversarial or foreign entities, any potential PII/BII data Reed Tech PDDM stored within the system could be exposed. In an effort to avoid a breach, Reed Tech PDDM has put certain security controls in place to ensure that information is handled, retained, and disposed of appropriately. Access to individual's PII is controlled through the application and all personnel who access the data must first authenticate to the system at which time an audit trail is generated when the database is accessed. These audit trails are based on application server out-of-the-boxlogging reports reviewed by the Information System Security Officer and System Auditor and any suspicious indicators such as browsing will be immediately investigated and appropriate action taken. Also, system users undergo annual mandatory training regarding appropriate handing of information.

NIST security controls are in place to ensure that information is handled, retained, and disposed of appropriately. For example, advanced encryption is used to secure the data both during transmission and while stored at rest. Access to individual's PII is controlled through the application and all personnel who access the data must first authenticate to the systemat which time an audit trail is generated when the database is accessed. USPTO requires annual security role based training and annual mandatory security awareness procedure training for all employees. All offices adhere to the USPTO Records Management Office's Comprehensive Records Schedule or the General Records Schedule and the corresponding disposition authorities or citations.

#### Section 6: Information Sharing and Access

6.1 Indicate with whom the bureau intends to share the PII/BII in the IT system and how the PII/BII will be shared. *(Check all that apply.)* 

Recipient	How Information will be Shared				
-	Case-by-Case	Bulk Transfer	Direct Access		
Within the bureau		$\boxtimes$			
DOC bureaus					
Federalagencies					
State, local, tribal gov't agencies					
Public	$\boxtimes$				
Private sector					
Foreign governments					
Foreign entities					
Other (specify):					

The PII/BII in the system will not be shared.

 $\square$ 

6.2 Does the DOC bureau/operating unit place a limitation on re-dissemination of PII/BII shared with external agencies/entities?

	Yes, the external agency/entity is required to verify with the DOC bureau/operating unit before re- dissemination of PII/BII.
	No, the external agency/entity is not required to verify with the DOC bureau/operating unit before re- dissemination of PII/BII.
$\boxtimes$	No, the bureau/operating unit does not share PII/BII with external agencies/entities.

6.3 Indicate whether the IT system connects with or receives information from any other IT systems authorized to process PII and/or BII.

$\square$	Yes, this IT system connects with or receives information from another IT system(s) authorized to process PII and/or BII.
	No, this IT system does not connect with or receive information from another IT system(s) authorized to process PII and/or BII.

6.4 Identify the class of users who will have access to the IT system and the PII/BII. (Check all that apply.)

Class of Users			
General Public		Government Employees	$\boxtimes$
Contractors	$\boxtimes$		
Other (specify):			

#### Section 7: Notice and Consent

7.1 Indicate whether individuals will be notified if their PII/BII is collected, maintained, or disseminated by the system. *(Check all that apply.)* 

$\boxtimes$	Yes, notice is provided pursuant to a sys discussed in Section 9.	stem of records notice published in the Federal Register and
$\square$	Yes, notice is provided by a Privacy Act and/or privacy policy can be found at: <u>h</u>	tstatement and/or privacy policy. The Privacy Act statement ttps://www.uspto.gov/privacy-policy
	Yes, notice is provided by other means.	Specify how:
	No, notice is not provided.	Specify why not:

7.2 Indicate whether and how individuals have an opportunity to decline to provide PII/BII.

	Yes, individuals have an opportunity to decline to provide PII/BII.	Specify how:
$\boxtimes$	No, individuals do not have an opportunity to decline to provide PII/BII.	Specify why not: Applicants could only decline to provide PII/BII by declining to continue with the application process. Patent applicants are informed that their PII/BII information will become public as part of the patent process. This notification is provided to the patent applicant by the USPTO upon filing/submission of patent application via the front-end system.

7.3 Indicate whether and how individuals have an opportunity to consent to particular uses of their PII/BII.

Yes, individuals have an opportunity to consent to particular uses of their PII/BII.	Specify how:
No, individuals do not have an opportunity to consent to particular uses of their PII/BII.	Specify why not: Patent applicants do not have the opportunity to consent to particular uses of their PII/BII. They are informed that their PII/BII information will become public as part of the patent process. The applicants must consent to the uses of their PII/BII to go through with the application process via the front- end system.

7.4 Indicate whether and how individuals have an opportunity to review/update PII/BII pertaining to them.

Yes, individuals have an opportunity to review/update PII/BII pertaining to them.	Specify how:
No, individuals do not have an opportunity to review/update PII/BII pertaining to them.	Specify why not: Patent applicants can not directly update their information in PDDM-Reed Tech but may update their PII/BII at any time by filing the appropriate forms with the USPTO. The USPTO, in turn, forwards the updated information to Reed Tech as part of standard business processes and the updated PII/BII information would be reflected in the next deliverable to the USPTO.

#### Section 8: Administrative and Technological Controls

8.1 Indicate the administrative and technological controls for the system. (Check all that apply.)

$\boxtimes$	All users signed a confidentiality agreement or non-disclosure agreement.
$\boxtimes$	All users are subject to a Code of Conduct that includes the requirement for confidentiality.
$\boxtimes$	Staff (employees and contractors) received training on privacy and confidentiality policies and practices.
$\boxtimes$	Access to the PII/BII is restricted to authorized personnel only.
$\boxtimes$	Access to the PII/BII is being monitored, tracked, or recorded. Explanation: Reed Tech monitors, tracks, and records access to the PII/BII through an automated logging solution.
$\boxtimes$	The information is secured in accordance with the Federal Information Security Modernization Act (FISMA) requirements. Provide date of most recent Assessment and Authorization (A&A): 6/2/2022
$\boxtimes$	The Federal Information Processing Standard (FIPS) 199 security impact category for this system is a moderate or higher.

$\boxtimes$	NIST Special Publication (SP) 800-122 and NIST SP 800-53 Revision 4 Appendix J recommended security controls for protecting PII/BII are in place and functioning as intended; or have an approved Plan of Action and Milestones (POA&M).
$\boxtimes$	A security assessment report has been reviewed for the information system and it has been determined
	that there are no additional privacy risks.
$\boxtimes$	Contractors that have access to the system are subject to information security provisions in their contracts
	required by DOC policy.
	Contracts with customers establish DOC ownership rights over data including PII/BII.
	Acceptance of liability for exposure of PII/BII is clearly defined in agreements with customers.
	Other (specify):

# 8.2 Provide a general description of the technologies used to protect PII/BII on the IT system. *(Include data encryption in transit and/or at rest, if applicable).*

PII within Reed Tech PDDM is secured using appropriate management, operational, and technical safeguards in accordance with NIST requirements. Such management controls include the life cycle review process to ensure that management controls are in place and documented in the System Security Privacy Plan (SSPP). The SSPP specifically addresses the management, operational, and technical controls that are in place and planned during the operation of the system. Operational safeguards include restricting access to PII/BII data to a small subset of Reed Tech PDDM users. All access has role-based restrictions and individuals with access privileges have undergone vetting and suitability screening. Data is maintained in areas accessible only to authorize personnel. Reed Tech PDDM maintains an audit trail and the appropriate personnel is alerted when there is suspicious activity. Data is encrypted in transit and at rest.

### Section 9: Privacy Act

- 9.1 Is the PII/BII searchable by a personal identifier (e.g, name or Social Security number)?
  - $\boxtimes$  Yes, the PII/BII is searchable by a personal identifier.
  - $\Box$  No, the PII/BII is not searchable by a personal identifier.
- 9.2 Indicate whether a system of records is being created under the Privacy Act, 5 U.S.C. § 552a. (A new system of records notice (SORN) is required if the system is not covered by an existing SORN).

As per the Privacy Act of 1974, "the term 'system of records' means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual."

$\boxtimes$	Yes, this system is covered by an existing system of records notice (SORN). Provide the SORN name, number, and link. <i>(list all that apply)</i> :
	<u>COMMERCE/PAT-TM-7 Patent Application Files covers the patent application records residing in PDDM</u> <u>COMMERCE/PAT-TM-10 Deposit Accounts and Electronic Funds Transfer Profiles</u> <u>COMMERCE/PAT-TM-12, Patent Subscription Service System</u>
	Yes, a SORN has been submitted to the Department for approval on (date).
	No, this system is not a system of records and a SORN is not applicable.

#### Section 10: Retention of Information

10.1 Indicate whether these records are covered by an approved records control schedule and monitored for compliance. *(Check all that apply.)* 

	There is an approved record control schedule. Provide the name of the record control schedule: GRS 5.1, item 020: Non-Recordkeeping Copies of Electronic Records N1-241-10-1:4.4, Patent Administrative Feeder Records GRS 6.5, item 010: Customer/Client Records No, there is not an approved record control schedule. Provide the stage in which the project is in developing and submitting a records control schedule:
$\boxtimes$	Yes, retention is monitored for compliance to the schedule.
	No, retention is not monitored for compliance to the schedule. Provide explanation:

## 10.2 Indicate the disposal method of the PII/BII. (Check all that apply.)

Dis pos al			
Shredding	$\boxtimes$	Overwriting	$\boxtimes$
Degaussing	$\boxtimes$	Deleting	$\boxtimes$
Other (specify):			

### Section 11: NIST Special Publication 800-122 PII Confidentiality Impact Level

11.1 Indicate the potential impact that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (*The PII Confidentiality Impact Level is not the same, and does not have to be the same, as the Federal Information Processing Standards (FIPS) 199 security impact category.*)

	Low – the loss of confidentiality, integrity, or availability could be expected to have a limited adverse effect on organizational operations, organizational assets, or individuals.
$\boxtimes$	Moderate – the loss of confidentiality, integrity, or availability could be expected to have a serious adverse effect on organizational operations, organizational as sets, or individuals.
	High – the loss of confidentiality, integrity, or availability could be expected to have a severe or catastrophic adverse effect on organizational operations, organizational assets, or individuals.

# 11.2 Indicate which factors were used to determine the above PII confidentiality impact level. *(Check all that apply.)*

	Identifiability	Provide explanation: The Reed Tech PDDM system contains PII/BII data that is individually traceable. The combination of name, occupation and
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		other identifiers can easily identify a particular individual.
	Quantity of PII	Provide explanation: These number may vary based on how many applications are received but is in the thousands.
	Data Field Sensitivity	Provide explanation: The Reed Tech PDDM system contains PII/BII data that is individually traceable. The combination of the data in the fields identified in section 2.1 could together make the data fields more sensitive.
$\square$	Context of Use	Provide explanation: The Reed Tech PDDM system PII/BII is used as part of the patent application process.
	Obligation to Protect Confidentiality	Provide explanation: Reed Tech is contractually obligated to protect the confidentiality of the data. This system is governed by The Privacy Act of 1974, which prohibits the disclosure of information from a system of records absents of the written consent of the subject individual unless a statutory exception applies.
	Access to and Location of PII	Provide explanation: The PII/BII data collected by the USPTO is transferred to Reed Tech. While it is at Reed Tech, which is a secured site and the data is accessible by individuals not directly employed by the USPTO.
$\boxtimes$	Other:	Provide explanation: Financial information

#### Section 12: Analysis

12.1 Identify and evaluate any potential threats to privacy that exist in light of the information collected or the sources from which the information is collected. Also, describe the choices that the bureau/operating unit made with regard to the type or quantity of information collected and the sources providing the information in order to prevent or mitigate threats to privacy. (For example: If a decision was made to collect less data, include a discussion of this decision; if it is necessary to obtain information from sources other than the individual, explain why.)

System users undergo annual mandatory training regarding appropriate handling of information. Physical access to servers is restricted to only a few authorized individuals. The servers storing the potential PII are located in a highly sensitive zones within the cloud and logical access is segregated with network firewalls and switches through an Access Control list that limits access to only a few approved and authorized account. USPTO monitors, in real-time, all activities and events within the servers storing the potential PII data and personnel review audit logs received on a regular bases and alert the appropriate personnel when inappropriate or unusual activity is identified.

12.2 Indicate whether the conduct of this PIA results in any required business process changes.

	Yes, the conduct of this PIA results in required business process changes. Explanation:
$\boxtimes$	No, the conduct of this PIA does not result in any required business process changes.

# 12.3 Indicate whether the conduct of this PIA results in any required technology changes.

	Yes, the conduct of this PIA results in required technology changes. Explanation:
$\boxtimes$	No, the conduct of this PIA does not result in any required technology changes.