SERVICE TALK FOR POSTAL SERVICE RETAIL PERSONNEL

Keep it confidential

Employees must safeguard customer information

The Postal Service's Corporate Information Security Office reminds employees to safeguard Personally Identifiable Information (PII) collected from customers for passport and PO Box applications.

PII is information such as an individual's name, Social Security number and biometric records, which alone or in combination with other identifying information (date and place of birth, mother's maiden name, etc.) can be used to trace an individual's identity.

Employees should follow these practices when scanning or copying customer data for passport or PO Box applications:

- If you're using a copier, make only the required number of copies needed. Shred copies made in error.
- If you're recycling paper for a scratch pad, make sure there's no PII information on the "used" side of the paper. Shred scratch paper with PII.
- If you can, keep all PII documents within the customer's sight when you're making copies. Return original documents to the customer.
- Store the Passport Application and documents in a secure location.
- Applications and documents must be stored under lock and key when away from workstation.
- Incomplete applications cannot be held at acceptance facilities pending additional documentation under any circumstances.
- Mail the Application(s) and document(s) daily to the Lockbox.
- Passport Form PS Form 5659 *Daily Passport Application (DS-11) Transmittal* is required to be stored in a locked cabinet.
- Retention period for the PS Form 5659 is 2-years; anything older should be destroyed via shredding.

The Privacy Act of 1974 includes protections for personal information that agencies maintain in a file, database or program. Employees have a duty to safeguard and protect PII from unauthorized disclosure that can lead to an information security breach.

For additional information and/or questions, please contact Chris Lind, 202-268-2298, email address: clind@usps.gov in the Privacy Office.