

**SYSTEM NAME AND NUMBER:** BGFRS-23, “FRB—Freedom of Information Act and Privacy Act Case Automation System.”

**SECURITY CLASSIFICATION:** Unclassified.

**SYSTEM LOCATION:** The Board maintains the records at the Board’s central office, located at: Board of Governors of the Federal Reserve System, 20th Street and Constitution Avenue NW, Washington, DC 20551 and AINS, 806 W Diamond Ave, Gaithersburg, MD 20878.

**SYSTEM MANAGER(S):** Candace Ambrose, Manager, Information Disclosure Section, Office of the Secretary, Board of Governors of the Federal Reserve System, 20th Street and Constitution Avenue NW, Washington, DC 20551, 202-452-2407, or [candace.ambrose@frb.gov](mailto:candace.ambrose@frb.gov).

**AUTHORITY FOR MAINTENANCE OF THE SYSTEM:** Freedom of Information Act (5 U.S.C. 552), the Privacy Act of 1974 (5 U.S.C. 552a), and 12 C.F.R. 261 and 261a.

**PURPOSE(S) OF THE SYSTEM:** The records are collected and maintained in connection with the execution of Freedom of Information Act and Privacy Act responsibilities including the processing of FOIA and Privacy Act requests.

**CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:** Individual requesters who submit requests and administrative appeals pursuant to the provisions of the FOIA or Privacy Act; individual requesters whose FOIA or Privacy Act requests, appeals, or other records, have been referred to Board staff by other agencies; attorneys or other persons who are authorized to represent individuals submitting requests and appeals; and individuals who are the subject of FOIA requests or appeals.

**CATEGORIES OF RECORDS IN THE SYSTEM:** Records in this system contain contact information on requesters and the attorneys/representatives of the requestors, including names, organizations, affiliations, addresses, email addresses, facsimile numbers, and telephone

numbers. Privacy Act requests may include citizenship status. Records may also include the date the request was made, a description of the information requested, the staff assigned to process the request or appeal, the user name and password (for online requesters), financial information, fee information, employment records, medical records, legal documents (e.g., enforcement records), investigatory documents, education records, documents that contain information about individuals that are required to fulfill the request, and communications (e.g., emails and letters) to and from the requester, and documents that are responsive to the FOIA or Privacy Act request. The system may also include voluntarily submitted information, which staff have not requested, including but not limited to an individual's social security number and bank account or mortgage loan numbers. Board staff compile statistical and administrative data on the requests processed for reporting purposes, including annual FOIA reports to the Department of Justice, submitted in accordance with 5 U.S.C. 552(e).

**RECORD SOURCE CATEGORIES:** Information is provided by the individual making the request or their representative, or by agencies referring requests for access to records that originated from the Board (including those maintained for the FOMC), and staff engaged in processing or making determinations on the requests.

**ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING**

**CATEGORIES OF USERS AND PURPOSES OF SUCH USES:** General routine uses C, D, G, I, and J apply to this system. These general routine uses are located at <https://www.federalreserve.gov/files/SORN-page-general-routine-uses-of-board-systems-of-records.pdf> and are published in the Federal Register at 83 FR 43872 at 43873-74 (August 28, 2018). In addition, records may also be disclosed to:

1. A federal or state government agency, foreign government, institution, firm, or organization having a substantial interest in the determination of the request or for the purpose of consulting with that entity as to the propriety of access to the record in order to complete the processing of the request;
2. The National Archives and Records Administration, Office of Government Information Services (OGIS), to the extent necessary to fulfill its responsibilities in 5 U.S.C. § 552(h), to review administrative agency policies, procedures and compliance with the FOIA and to facilitate OGIS' offering of mediation services to resolve disputes between persons making FOIA requests and administrative agencies; and
3. The news media and the public, unless it is determined that release of specific information in the context of a particular case would constitute an unwarranted invasion of personal privacy.

**POLICIES AND PRACTICES FOR STORAGE OF RECORDS:** Electronic records are stored on a secure server.

**POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:** Records can be retrieved by the name of the requester, tracking number assigned to the request, subject matter of the request, or any other field of information that is collected.

**POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:** The Board retains the records for the designated retention period, which ranges from six years after final agency action or three years after final adjudication by the courts, whichever is later, but longer retention is authorized if required for business use. Requests submitted in paper form are scanned as electronic records and the paper copies of the request are disposed in accordance with applicable procedures.

**ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:** The system has the ability to track individual user actions within the system. The audit and accountability controls are based on NIST and Board standards, which are based on applicable laws and regulations. The controls assist in detecting security violations and performance or other issues in the system. Access to the system is restricted to authorized users within the Board who require access for official business purposes. Users are classified into different roles and common access and usage rights are established for each role. User roles are used to delineate between the different types of access requirements such that users are restricted to data that is required in the performance of their duties. Periodic assessments and reviews are conducted to determine whether users still require access, have the appropriate role, and whether there have been any unauthorized changes.

**RECORD ACCESS PROCEDURES:** The Privacy Act allows individuals the right to access records maintained about them in a Board system of records. Your request for access must: (1) contain a statement that it is made pursuant to the Privacy Act of 1974; (2) provide either the name of the Board system of records expected to contain the record requested or a concise description of the system of records; (3) provide the information necessary to verify your identity; and (4) provide any other information that may assist in the rapid identification of the record you seek.

Current or former Board employees may make a request for access by contacting the Board office that maintains the record. The Board handles all Privacy Act requests as both a Privacy Act request and as a Freedom of Information Act request. The Board does not charge fees to a requestor seeking to access or amend his/her Privacy Act records.

You may submit your Privacy Act request to the—

Secretary of the Board

Board of Governors of the Federal Reserve System  
20th Street and Constitution Avenue NW  
Washington DC 20551

You may also submit your Privacy Act request electronically through the Board's FOIA "Electronic Request Form" located here:

<https://www.federalreserve.gov/secure/forms/efoiaform.aspx>.

**CONTESTING RECORD PROCEDURES:** The Privacy Act allows individuals to seek amendment of information that is erroneous, irrelevant, untimely, or incomplete and is maintained in a system of records that pertains to them. To request an amendment to your record, you should clearly mark the request as a "Privacy Act Amendment Request." You have the burden of proof for demonstrating the appropriateness of the requested amendment and you must provide relevant and convincing evidence in support of your request.

Your request for amendment must: (1) provide the name of the specific Board system of records containing the record you seek to amend; (2) identify the specific portion of the record you seek to amend; (3) describe the nature of and reasons for each requested amendment; (4) explain why you believe the record is not accurate, relevant, timely, or complete; and (5) unless you have already done so in a related Privacy Act request for access or amendment, provide the necessary information to verify your identity.

**NOTIFICATION PROCEDURES:** Same as "Access procedures" above. You may also follow this procedure in order to request an accounting of previous disclosures of records pertaining to you as provided for by 5 U.S.C. 552a(c).

**EXEMPTIONS PROMULGATED FOR THE SYSTEM:** No exemptions are claimed for this system.

**HISTORY:** This SORN was previously published in the Federal Register at 84 FR 71421 (December 27, 2019) and 73 FR 24984 at 25002 (May 6, 2008). The SORN was also amended to incorporate two new routine uses required by OMB at 83 FR 43872 (August 28, 2018).