

Tennessee Valley Authority

Privacy Impact Assessment (PIA)

AWS Cloud Connect

This PIA is a tool used by the TVA Privacy Office to identify privacy risks at the planning/initiation phase of the system development lifecycle (SDLC) or early stages of project/program development. The PIA should be reviewed and updated if the system undergoes a major change. Questions regarding this document should be directed to privacy@tva.gov.

PIA should be submitted to:

TVA Privacy Office

privacy@tva.gov

Version 3.0

September 2018

PROGRAM MANAGEMENT

Author Name

Date of Submission

04/27/2026

Responsible TVA Business Unit

T&I

Name of System

AWS Cloud Connect

System Owner Details

Name

Title

Phone

Email

Reason for Completing PIA

- ☐ New system
- ☐ Significant modification to an existing system
- ☒ To update existing PIA for a security authorization

PRIVACY DETERMINATION

(To be completed by the TVA Privacy Program)

Privacy Office Comments

This is a PTA due to minimal PII being collected.

The signatures below certify that the information in this document has been reviewed and approved:

	Name	Signature	Date
System Owner			04/27/2026
Senior Privacy Program Manager	Chris Marsalis	Chris Marsalis (E-Signature)	04/27/2026

SYSTEM OVERVIEW

1. Please describe the purpose of the system/collection:

Call center platform providing Voice Over IP, IVR, and Chat.

2. About whom does the system collect, maintain, use and/or disseminate information? Check all that apply:

☒ TVA employees ☒ TVA contractor ☒ Members of the public

3. Is the information collected directly from the individual?

☒ Yes ☐ No

4. What type of personally identifiable information (PII) can be/is collected, maintained, used, and/or disseminated?

Check all that apply: (Per the Office of Management and Budget (OMB) Circular A-130, *Managing Information as a Strategic Resource*, personally identifiable information (PII) means information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual.)

☒ Home Phone	☐ Financial Information	☐ Biometric Information
☐ Home Address	☐ Clearance Information	☐ Citizenship
☐ Home Email	☐ Mother's Maiden Name	☐ Driver's License Number
☐ Employment Information	☐ Date of Birth	☐ Username/Password
☐ Work Address	☐ Place of Birth	☐ Passport Number
☒ Work Phone	☐ Criminal History	☒ Other:
☒ Work Email	☐ Social Security number (SSN)	EIN
☒ Name	☐ Medical or Health Information	

If none of the above data elements are checked, stop and submit this PTA as-is to TVA Privacy Office at privacy@tva.gov. Otherwise, please continue completing the remaining questions in the document.

Number of people impacted?

☐ 1 - 999 ☐ 1,000 - 4,999 ☐ 5,000 - 19,999 ☐ 20,000 - 99,999 ☐ 100,000 or more

Privacy Notice and Transparency

5. Legal authority to collect, use, maintain, and share data in the system:

6. Does the system have a SORN? (If PII in the system is retrieved using one or more of the identifiers listed in Question 4, a System of Records Notice (SORN) is required.)

☐ Yes ☐ No

7. How are individuals notified as to how their information will be collected, maintained, used, and/or disseminated within this system?

8. What consent options do individuals have regarding specific uses or sharing of their information?

DATA MINIMIZATION

9. Are only the minimum PII elements that are relevant and necessary to accomplish the legally authorized purpose collected, used and retained?

☐ Yes ☐ No

10. What are the retention periods for the information in the system?

DATA QUALITY

11. How is data quality (i.e., accuracy, relevance, timeliness, and completeness) ensured throughout the data lifecycle and business processes associated with the use of the information? Check all that apply.

☐ Information is collected directly from individuals (preferred method of collection, whenever possible)
☐ If collected via a form, please list form(s) name and number here:

☐ Cross referencing information entries with other systems ☐ Third party information verification

☐ Character limits on text submissions ☐ Numerical restrictions in text boxes

☐ Other:

12. How is inaccurate or outdated information checked for and corrected?

Access and Redress

13. How can an individual access their information and have it corrected, amended, or deleted?

Internal and External Sharing

14. Explain how the information in the system is limited to the uses specified in the notices discussed above.

15. With which (if any) internal TVA systems is the information shared?

16. With which (if any) organizations external to TVA is information shared?

17. Does the system have any associated websites/applications including an external TVA website or third-party owned or managed website or application (e.g., Facebook, YouTube, Twitter, Flickr, etc.)?

☐ Yes ☐ No

SECURITY

18. What privacy orientation or training is provided to authorized users of the system or individuals with access to the system?

19. Has a FIPS 199 determination been made?

☐ Yes
☐ No
☐ Not Applicable
☐ Under Development

20. What is the FIPS 199 determination? Check one for each.

Confidentiality

☐ Low
☐ Moderate
☐ High
☐ N/A or Unknown

Integrity

☐ Low
☐ Moderate
☐ High
☐ N/A or Unknown

Availability

☐ Low
☐ Moderate
☐ High
☐ N/A or Unknown

21. What types of technical safeguards are in place to protect the information?

☐ Firewall	☐ Encryption
☐ Virtual Private Network (VPN)	☐ Public Key Infrastructure (PKI)
☐ Smart Cards	☐ Passwords
☐ Regular back-up of files	☐ Other:
☐ User Identification	

22. What types of physical safeguards exist to protect the information?

☐ Identification Badges	☐ Offsite storage of back-up files
☐ Biometrics	☐ Closed Circuit TV (CCTV)
☐ Guards	☐ Other:

23. What types of administrative safeguards exist to protect the information?

☐ Contingency Plan

☐ Rules of Behavior

☐ User training

☐ Least privilege access

☐ User manuals for the system

☐ Other:

24. What monitoring, recording, and auditing safeguards are in place to prevent or detect unauthorized access or inappropriate usage?

25. Discuss any other potential privacy risks to the information within the system and safeguards that are in place to mitigate those risks.

Please submit completed form to: **TVA Privacy Office**
privacy@tva.gov