

Tennessee Valley Authority Privacy Impact Assessment (PIA)

ViaBenefits OneView

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

05/20/2026

Responsible TVA Business Unit

HR

Name of System

ViaBenefits OneView

System Owner Details

Reason for Completing PIA

Name

Title

Phone

Email

- ☒ 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

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

	Name	Signature	Date
System Owner			05/20/2026
Senior Privacy Program Manager	Chris Marsalis	Chris Marsalis (E-Signature)	05/20/2026

SYSTEM OVERVIEW

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

Via Benefits Client Portal System enables Retirees to enroll in Medicare and receive eligible HRA payments from TVA.

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 How is the information collected? *The information is pulled from PLUS they can also provide information through an interview process directly.*

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:

Tennessee Valley Authority Act of 1933, 16 U.S.C. 831-831ee; Internal Revenue Code.

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

List name(s) of applicable SORN(s): *TVA-26-Retirement System Records—TVA.*

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

PIA's, SORN's, Privacy Act Statements.

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

None.

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?

At TVA's request and within 90 days of the expiration or termination of this Contract, Contractor shall destroy or return all PII received or obtained while performing this Contract.

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?

Retirees can view their information on my.viabenefits.com/tva or check with TVARS to have their information updated.

Access and Redress

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

The participant can update data by calling in to the vendor or within their account on my.viabenefits.com/tva. Additionally updates to names and address can be done by speaking with TVARS or TVA HR and changes are provided to the vendor weekly.

Internal and External Sharing

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

Information is updated via TVARS and/or TVA HR to update PLUS/System of Record and is limited to the system administrator and employee.

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

None.

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

none.

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

Please describe and provide link: my.viabenefits.com/tva

i. Does the website or application allow individuals to submit comments, feedback or messages?

- ☒ Yes
☐ Yes, but the feature will be turned off
☐ No

ii. Does the website or application allow individuals to submit comments, feedback or messages?

- ☐ Yes, but TVA does not have access to any system information.
☐ Yes, TVA has access to the collected information, but only single-session technologies are used.
☐ Yes, TVA has access to the collected information, and multi-session technologies are used.
☒ No

SECURITY

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

[REDACTED]

19. Has a FIPS 199 determination been made?

[REDACTED]

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

[REDACTED]

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

[Redacted]

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

[Redacted]

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

[Redacted]

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

All monitoring, recording, and auditing safeguards are in place by TVA Cybersecurity.

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

None.

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