

GAO Privacy Statement for:
Qualtrics XM
Date: 10/2021

Overview

Qualtrics XM is GAO's system for implementing and managing web-based data collection projects. The primary function of this system is to support GAO's engagements and operations by facilitating surveys that collect evidence in GAO audits, investigations, and studies, and administrative information gathering used to inform GAO operations.

The Chief Agency Privacy Officer (CAPO) conducted a privacy assessment of the system and the Chief Information Officer (CIO) has given the authority to operate the system.

Please contact the GAO Privacy Program at Privacy@gao.gov to obtain a copy of the system's Privacy Impact Assessment (PIA) for more detailed information about the system's privacy holdings.

PII Collection

Qualtrics XM collects and retains personally identifiable information (PII) that may include, but is not limited to, name, contact information, location, employment information, and demographics from survey participants who provide the requested information through the completion of the survey or through administrative databases that have existing authority to be used for these purposes.

You may opt not to provide the requested PII. If you opt not to provide some or all of the requested PII, GAO may not be able to utilize your responses for the intended purposes.

PII Use and Retention

PII collected through this system is used by GAO staff to administer surveys, support engagements, and support internal GAO management projects such as talent management and organizational development solutions. In addition to any confidentiality or other nondisclosure conditions in place on a particular survey, PII will not be shared with any external entity unless required by law or necessary for the purpose or purposes described above.

Depending on the purpose of the collection, the information in Qualtrics XM is retained for a minimum of 5 years and up to 7 years as required by the GAO Record Retention Schedules, unless an agreement is in place to de-identify responses to a particular survey by deleting PII before the end of the retention period.

Privacy Contact

GAO's management of PII in Qualtrics XM is governed by 31 U.S.C. Ch. 7, Government Accountability Office; 4 C.F.R. § 81.

If you suspect there is an error in your personal information maintained by the system that you are unable to access or correct yourself, contact the GAO personnel named in survey communications or the GAO Records and Privacy Office at privacy@gao.gov to request a correction.

If you have a question or concern regarding the PII in this system, contact Privacy@gao.gov.