Date of Approval: 07/10/2025
Questionnaire Number: 2421

Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

ImproveIRS.org

Acronym:

TASCC

Business Unit

National Taxpayer Advocate Service

Preparer

For Official Use Only

Subject Matter Expert

For Official Use Only

Program Manager

For Official Use Only

Designated Executive Representative

For Official Use Only

Executive Sponsor

For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The website, improveirs.org is the public website of the Taxpayer Advocacy Panel (TAP). This site promotes the activities of TAP and provides an avenue for the public to interact with TAP members. TAP is composed of citizen volunteers from each state who serve a three-year term and generally spend between 300 and 500 hours a year on member activities. The Taxpayer Advocacy Panel (TAP) is a Federal Advisory Committee established in October 2002 under the authority of the U.S. Department of Treasury (5 U.S.C. 1001-1014) to improve IRS customer service and satisfaction. The panel offers a unique opportunity for citizens to participate in their government and improve the federal tax administration system. Panel members from every state provide input on IRS's strategic initiatives as well as provide a venue for raising issues identified by citizens. The site is accessible from IRS.gov via multiple links as well as from search engines.

Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

Individuals have the option to submit their email address to receive a digital newsletter, or express interest in joining when the recruitment period opens. Informational only, no response solicited. Only emails are captured and stored on the backend of the site accessible only to administrators (Taxpayer Advocate Service Staff).

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Email Address
Name
Other
Telephone Numbers

Please explain the other type(s) of PII that this project uses.

Other: State (not stored, or linked to other data - only used for built-in search)

Product Information (Questions)

1 Is this a new social media site?

No

1.1 Is there a PCLIA for this social media site?

Yes

1.11 What is the PCLIA number of the most recent approved PCLIA for this social media site?

7181

1.12 What are the changes and why?

Expiring PCLIA. Requested to create new one.

2 What is the URL to the social media site?

https://www.improveirs.org

4 Will a person’s email address likely become available through the use of this social media site?

Yes

5 If the site is operational, please specify the operational date. If the site is not operational, please specify the requested operational date.

10/13/1999

6 If the public will be able to respond to or interact with comments or questions, how will the public be able to respond? Will the public need to identify their email address or other address if they request service?

Via suggestion forms. Information from tax reform suggestions is systemically routed directly to an IRS group email address and stored in the backend of the site using Gravity Forms accessible only to administrators (TAS staff). If PII is received, it is deleted from all comments and not maintained. All comments are received by designated TAP staff members. No IRS contractors have access to the information.

7 Is there another IRS site (irs.gov, taxpayeradvocate.irs.gov) where the taxpayer can achieve the same results?

No

8 If the IRS intends or expects to use the PII, please explain the detailed business needs and uses for the PII, and how the PII is limited only to that which is relevant and necessary to meet the mission and goals of the IRS.

Only the user's state is used to match the user with any TAP members in their state. This data is not retained or stored in the site. If the user optionally signs up for the email subscription, only their email address is collected for that purpose. If the user submits an accessibility complaint, they may optionally provide their Name, Email, and/or Phone number - for follow-up discussion regarding the Section 508 (accessibility) issue with the website. If the user signs up to be alerted when TAP is recruiting, their Name, Email, and State are collected to contact them regarding recruitment and match them to a vacancy for the state. All information collected is destroyed when no longer needed.

9 If the site will be used to solicit feedback, please explain how and with whom will the PII be shared?

The only feedback solicited is via the federally required Section 508 (accessibility) complaint form. This form allows users to identify Section 508 (accessibility) problems with the website for correction. Users may optionally provide their Name, Phone, and/or Email address, for follow-up questions regarding the specific accessibility issue. The information submitted is only used by site administrators to determine the accessibility problem with the website and correct it. All submitted information is destroyed either upon submission, or when no longer needed.

10 Are there plans to maintain the PII collected, used or stored? If not, please explain the mitigation plan to remove it.

Emails provided will be stored on the backend of our site accessible only to administrators (TAS Staff). The purpose is to contact users to expand on their suggestions or provide them a digital newsletter (if they opted in). Solicited PII will be held indefinitely. All unsolicited PII housed in the ImproveIRS.org site will be erased or purged from the system immediately upon discovery by an administrator.

11 RCS 17, Item 34 is for IRS Interactive Networking Site Use Records. Is this the authority that will be used to retain or dispose of the PII data?

Yes

12 GRS 3.1 Item 012 is for special purpose computer programs and applications. Is this the authority that will be used to retain or dispose of the PII data?

No

14 Describe where the PII data will be stored and who will have access to it.

Emails provided will be stored on the backend of our site accessible only to administrators (TAS Staff). The purpose is to contact users to expand on their suggestions or provide them a digital newsletter (if they opted in). Individuals also have the option to submit their email address and name to express interest in joining TAP during the next recruitment period. This information is retained until the next recruitment period, to notify them when the recruitment period opens. Again, this information is stored on the backend of the site, and only accessible to administrators (TAS Staff).

15 If this site uses any means to track visitors' activities (persistent cookies, session cookies, web beacons, etc.) on the internet, please explain the type of tracking and the reason for its use.

Not Applicable - no tracking.

16 Has the IRS business owner examined the social media site's privacy policy and evaluated risks?

Yes

17 Will the IRS business owner monitor any changes to the third party's privacy policy and periodically assess the risks involved?

Yes

18 If the agency does not provide a pop-up alert to the visitor explaining that they are being directed to an external third-party website that may have different policies (not an official government domain), please explain why.

The website is the official/public-facing site for the TAP federal advisory committee. The committee is independent from the IRS and TAS, and therefore there is no presumption of "leaving" a government domain, as the site is government-owned but not a .gov domain.

19 How will the IRS business owner take the necessary steps to disclose the third party's involvement and describe the IRS privacy requirements in its privacy policy notice (specified by OMB M-10-23) when the application of the third-party is embedded?

Only links to irs.gov or taxpayeradvocate.irs.gov

20 Will the IRS business owner assure that the IRS seal or emblem will be added to its profile page on a social media site to indicate that it is an official IRS agency presence?

Yes

21 Will a link to irs.gov and the IRS Privacy Policy be placed on the front page of the website and does the business owner agree to maintain an IRS approved privacy notice that will "stand alone" and not be combined into other background information. If no, please explain why a Privacy Notice is not required.

Yes

22 If there are other social media sites owned or maintained by the business unit, please provide the full name(s) of the site(s) and date(s) of operation.

taxpayeradvocate.irs.gov (1/1/2011)
litctoolkit.com (4/10/2013)
tapspace.org (2/13/2011)
taxchanges.us (6/28/2018)

23 Does the social media site maintain records describing how an individual exercises rights guaranteed by the First Amendment?

No

Interfaces

Interface Type

Forms

Agency Name

TAP member search

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Secured channel via HTTPS

Interface Type

Forms

Agency Name

Recruitment Alert form

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Secured channel via HTTPS

Interface Type

Forms

Agency Name

Section 508 (Accessibility) form

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Secured channel via HTTPS

Other Transfer Method

Interface Type

Forms

Agency Name

Email subscription form

Incoming/Outgoing

Incoming (Receiving)

Transfer Method

Secured channel via HTTPS

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 10.004 - Stakeholder Relationship Management and Subject Files

Describe the IRS use and relevance of this SORN.

Individuals have the option to submit their email address to receive a digital newsletter. Informational only, no response solicited. Only emails are captured and stored on the backend of the site accessible only to administrators (TAS Staff).

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Federal Advisory Committee Records

What is the GRS/RCS Item Number?

6.2, item 050

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

Non-Substantive Records

What is the disposition schedule?

Temporary. Destroy when superseded, obsolete, or no longer needed, or upon termination of the committee, whichever is sooner.

Data Locations

What type of site is this?

System

What is the name of the System?

ImproveIRS

What is the URL of the item, if applicable?

https://www.improveirs.org

Please provide a brief description of the System.

Users can optionally: 1. Submit their state to receive automated matching to their local TAP member 2. Submit their email address to sign up for the advisory committee's email newsletter 3. Submit an accessibility complaint about the website (Section 508), and optionally provide their name, email address, and/or phone number 4. Submit their name, email address, and state to be notified when the federal advisory committee recruitment period opens. Information is stored on the backend of the site, and only accessible to administrators (TAS Staff).