

Federal Trade Commission Privacy Impact Assessment

FTC WiFi Networks (WiFi)

June 2016

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1 System Overview

1.1 Describe the project/system and its purpose.

The FTC's Office of Chief Information Officer (OCIO) handles the Commission's various information technology (IT) and infrastructure needs. As a component of its IT program, OCIO operates WiFi¹ Networks at all FTC locations to support Commission activities and to meet specific agency needs. The following components represent the FTC's WiFi Networks:

WiFi Network	Description
FTC WiFi	The FTC WiFi network provides WiFi connectivity to the FTC internal network. Access is restricted to government-owned equipment. Information maintained by the FTC WiFi network includes the Service Set Identifier (SSID), which is more commonly known as the network name in a WiFi implementation.
Remote WiFi	To support permanent and long-term teleworkers, the FTC provides remote WiFi connectivity to the FTC internal network from home offices. Access is restricted to government-owned equipment. Similar to the FTC WiFi network, Remote WiFi maintains the SSID.
Employee Personal WiFi	The Employee Personal WiFi network provides WiFi Internet connectivity to FTC staff members at FTC offices for personal WiFi devices. Each employee is permitted to connect one personal device (i.e., personal smartphone, tablet, etc.) to the Employee Personal WiFi network. Access is restricted to approved users and equipment. The Employee Personal WiFi network maintains the SSID as well as the passphrase needed to connect to the WiFi network.
Guest WiFi	The Guest WiFi network provides WiFi Internet connectivity to scheduled visitors and consultants at FTC offices. Access is restricted to approved individuals and equipment. The Guest WiFi network maintains the SSID and passphrase needed to connect to the WiFi network.
Conference WiFi	The Conference WiFi network provides WiFi Internet connectivity to participants at FTC public events. Access is unrestricted, but is limited to the location and duration of the event. The Conference WiFi network maintains the SSID and passphrase issued by the FTC.

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¹ WiFi (or Wi-Fi) is a technology that allows electronic devices to connect to the Internet or communicate with one another wirelessly within a particular area.

Although the following components are part of the FTC's WiFi Networks, they represent a closed network with no Internet access and do not collect, maintain, or disseminate personally identifiable information (PII).

WiFi Network	Description
Scanner WiFi	The Scanner WiFi network provides WiFi connectivity to the FTC internal network for barcode scanners used to inventory FTC assets. Access is restricted to pre-configured, government-owned equipment. This network maintains the SSID, passphrase, and list of authorized MAC addresses of the barcode scanners used by the FTC.
AV WiFi	The AV WiFi network provides connectivity between the handheld touch panels used in the large conference rooms to control the room's audiovisual and other equipment. This network maintains the SSID, passphrase, and list of authorized MAC addresses of the AV components used by the FTC.

The FTC employs monitoring and management tools to ensure the security of FTC operations, to protect the equipment connected to the networks, and to preserve the privacy of staff and guest users. The following security components are used in varying degrees on the FTC's WiFi Networks:

Security Component	Description
Authentication Management System (AMS)	AMS manages user authentication to validate access to the FTC WiFi, Remote WiFi, and Employee Personal WiFi networks. It issues PKI certificates to FTC-owned workstations to allow connection to the FTC and Remote WiFi networks. The name of the workstation, which incorporates the FTC username, is collected and logged by AMS whenever the workstation connects to the WiFi network. PKI certificates for FTC mobile devices are issued by the Mobile Device Management System (MDMS) ² for the device and the user by utilizing the FTC username and password. AMS collects and logs the device name when the certificate is used to connect to the FTC WiFi network.
	AMS also issues certificates to authorized personal WiFi devices to allow connection to the Employee Personal WiFi network. Users must enter their FTC username and password to acquire the certificate and authenticate their accounts.
	For the Guest WiFi network, AMS presents a web form to the user to request guest access, which is then approved by the OCIO. It also presents the Terms of Service pages to users for the Guest and Conference WiFi networks. AMS collects guest names, company/contact information, and guest sponsor information as part of the request forms. This information is used to create an electronic

² For more information on the Mobile Device Management System (MDMS), refer to the MDMS PIA online at www.ftc.gov/privacy.

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	request for review. Upon arrival, AMS will assign a PIN to the guest that is valid for the duration of their visit. During the day's activity, the system will collect and retain the MAC address of the guest device. For each day's initial collection, the system collects each Guest WiFi and Conference WiFi user's acceptance of the Terms of Service for use of the network.
WiFi Firewall ³	The WiFi Firewall controls the incoming and outgoing network traffic by analyzing the data packets and determining whether or not they should be allowed through based on a set of rules. The rules prevent communications between the various WiFi networks and between devices on each network. The WiFi logs IP header information for network activity.
Wired Firewall	The Wired Firewall controls the incoming and outgoing network traffic by analyzing the data packets and determining whether or not they should be allowed through based on a set of rules. This firewall is used to prevent unauthorized inbound traffic from accessing the WiFi networks from the Internet. The Wired Firewall logs IP header information for network activity.
Intrusion Prevention & Rogue Device Detection	Intrusion Prevention & Rogue Device Detection continually monitors the WiFi Networks; detects, classifies and isolates unauthorized WiFi Access Points; and protects FTC WiFi Networks against denial-of-service (DoS) and client attacks. It collects records of unauthorized WiFi device activity (SSID, MAC address, frequency, associations with FTC equipment (if any), time of detection, and which Access Points detected the activity, thereby implying a general location of the unauthorized device) that may represent an intentional network intrusion within FTC premises and its WiFi perimeter.
Content Filtering	Content Filtering restricts access to certain types of Internet content (e.g., gambling, adult entertainment, known malware sites, etc.). The levels of filtering vary according to the purpose of the WiFi network. Content filtering creates and collects records of blocked access to prohibited Internet sites. Records are collected by username for FTC WiFi Networks and IP address for non-FTC WiFi networks.

³ Firewalls determine access based on the contents of the IP header relative to configured rules and the protocol and ports employed.

1.2 What specific legal authority allows for the collection, maintenance, or dissemination of information for this project/system?

The Federal Information Security Management Act of 2002, 44 U.S.C. § 3541.

2 Data Type, Sources, and Use

2.1 Specify in the table below what types of personally identifiable information (PII)⁴ may be collected or maintained in the system/project. Check all that apply.

PII Elements: This is not intenneeded.	ded to be an exhaustive list. Spe	ecify other categories of PII as
Full Name Date of Birth Home Address Phone Number(s) Place of Birth Age Race/ethnicity Alias Sex Email Address Work Address Taxpayer ID Credit Card Number Facsimile Number Medical Information Education Records Social Security Number Mother's Maiden Name	□ Biometric Identifiers (e.g., fingerprint, voiceprint) □ Audio Recordings □ Photographic Identifiers (e.g., image, x-ray, video) □ Certificates (e.g., birth, death, marriage, etc.) □ Legal Documents, Records, Notes (e.g., divorce decree, criminal records, etc.) □ Vehicle Identifiers (e.g., license plates) □ Financial Information (e.g., account number, PINs, passwords, credit report, etc.) □ Geolocation Information (within FTC spaces only) □ Passport Number	 ☑ User ID ☐ Internet Cookie Containing PII ☑ Employment Status, History, or Information ☐ Employee Identification Number (EIN) ☐ Salary ☐ Military Status/Records/ ID Number ☑ IP/MAC Address ☐ Investigation Report or Database ☐ Driver's License/State ID Number (or foreign country equivalent) ☑ Other (Please Specify):_Passphrase_

2.2 What types of information other than PII will be collected, disseminated, or maintained by the project/system? Provide a general description below and be sure to include all data elements.

For each of the various WiFi networks, the Service Set Identifier (SSID) is maintained by the network. The Authentication Management System (AMS) collects company/contact information along with guest names in order to create an electronic request for review. For each day's initial connection, the system collects each guest and conference user's acceptance of the Terms of Service for use of the network. The Intrusion Prevention & Rogue Device Detection collects records of unauthorized WiFi device activity (SSID, MAC address, frequency, associations with FTC equipment (if any), time of detection, and which Access Points detected the activity, thereby

⁴ Per OMB M-07-16, personally identifiable information (PII) refers to information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date or place of birth, mother's maiden name, etc.

implying a general location of the unauthorized device) that may represent an intentional intrusion within FTC premises and its WiFi perimeter.

2.3 What is the purpose for collection of the information listed above?

Information collected by the WiFi Networks is maintained for the purposes of controlling access to the FTC's network, as well as to maintain a current list of authorized users (guest users and staff members). Information collected for system security purposes is used by authorized system administrators to investigate potential security threats, to respond to supervisory requests concerning staff behavior, and is periodically audited to identify threats over time.

Security Component	Reason for Collection, Use and Maintenance
Authentication Management System (AMS)	The System queries PKI certificates to validate access to the FTC WiFi, Remote WiFi, and Employee Personal WiFi networks.
	The System collects guest names, company/contact information, and guest sponsor information as a part of the review and approval process for guest access. The MAC address of the guest device is retained to streamline the process for the guest.
	The System collects a guest user's or conference user's acceptance of the Terms of Service to confirm the user's acceptance of those terms.
WiFi Firewall	The WiFi Firewall logs IP header information for network activity to monitor and document activity that violates FTC policy or indicates network malfunction.
Wired Firewall	The Wired Firewall logs IP header information for network activity to monitor and document activity that violates FTC policy or indicates network malfunction.
Intrusion Prevention & Rogue Device Detection	Records generated by Intrusion Prevention & Rogue Device Detection are maintained to monitor and document activity that may represent an intentional network intrusion on FTC premises.
Content Filtering	Records generated by Content Filtering activities are maintained to monitor and document blocked access to prohibited Internet sites by WiFi Network users.

2.4 What are the sources of the information in the system/project? How is the information collected?

For all of the FTC's WiFi Networks, the information is entered using the administrative console of the respective WiFi controllers. Additionally, the Guest WiFi network collects guests' MAC addresses as their device connects to the Guest Network.

Source of Data	Type of Data Provided & How It Is Collected
System Administrators	System administrators set the SSID for all the WiFi networks in the FTC's system. For certain networks such as the Employee Personal WiFi, Guest WiFi, Conference WiFi, Scanner WiFi, and AV WiFi, system administrators set the passphrase as well as the SSID in order to issue certificates to the WiFi network users. They also set up PINs for the Guest WiFi and Conference WiFi networks. For the Scanner and AV WiFi networks, system administrators are also responsible for entering the authorized MAC addresses of the barcode scanners and AV components.
Authentication Management System	The Authentication Management System queries FTC-issued PKI certificates to validate device access to the FTC WiFi, Remote WiFi, and Employee Personal WiFi networks. The PKI certificate is presented to the system by the WiFi device as part of the authentication process. OFTC Workstations – PKI device certificate is issued by the Windows Certificate Authority when the workstation joins the domain. This certificate can only be seen by administrators. Per FTC policy, workstation names include the username of the person to whom the workstation is assigned. OFTC Mobile Devices – PKI device certificate is issued by MDMS. User's Personal Devices – PKI user certificate is issued by this System when the approved user connects his/her device and manually enters his/her Windows username and password.
	Guest information is collected through a website hosted on the system. Users or sponsors enter Guest names, company/contact information, and Guest sponsor information as part of the request form. Upon approval, the System assigns a PIN to the Guest that is valid for the duration of their visit. The MAC address is a characteristic of the user device and is provided by the device as a part of the basic network functionality. Acceptance of Terms of Service is submitted by each Guest or Conference user on a daily basis through a website hosted on the system.
WiFi Firewall	The WiFi Firewall logs of IP header information are generated as a part of communications on the WiFi Networks. Network activity is collected as part of the normal operating process of the WiFi Firewall.

Wired Firewall	The Wired Firewall logs of IP header information are generated as a part of communications on the WiFi Networks. Network activity is collected as part of the normal operating process of the Wired Firewall.	
Intrusion Prevention & Rogue Device Detection	Intrusion Prevention & Rogue Device Detection generate records of unauthorized WiFi device activity within FTC premises and its WiFi perimeter. Rogue Device information is created when an unapproved WiFi Access Point (one that attempts and/or provides unauthorized WiFi connection to the FTC networks) is detected by the system. Network activity is analyzed as part of the normal operating process of the Intrusion Protection system. Activity records of suspected rogue devices are logged automatically.	
Content Filtering	Content Filtering activities generate records of Internet use. Records are filtered by user name for FTC WiFi Networks and IP address for non-FTC WiFi networks. Blocked accesses to prohibited Internet sites are logged automatically, as part of the normal operating process of the Content Filtering system.	

3 Data Access and Sharing

3.1 In the table below, specify the systems/applications and groups (both FTC and non-FTC) that will have access to or share data in the system/project.

Data Will Be Accessed By and/or Provided To:	How and Why the Data Will Be Accessed/Shared
FTC Staff and Contractors	All information collected is directly accessibly only by authorized system administrators for authorized purposes. In addition, information regarding unapproved of inappropriate activity may be requested by the FTC Office of General Counsel (OGC), Human Capital Management Office (HCMO), and/or the Office of the Inspector General (OIG) as part of an investigation. Information regarding security-related issues may be provided to the appropriate FTC Cybersecurity personnel within the OCIO. FTC WiFi is accessible for all FTC-issued laptops using the PKI certificate issued when the workstation is connected to the domain. Remote WiFi is provided for permanent teleworkers, and access procedures are documented in the Employee Telework Agreement. FTC staff and contractors must sign the FTC Rules of Behavior and use of WiFi Networks is subject to supervisor approval. Access is limited to authorized devices, and access to device configuration (except for employee personal devices) is restricted to administrative personnel, as documented in standard operating procedures.
External non-FTC	In some cases, information regarding potential security-related

	Entities	issues may be provided to the Department of Homeland Security (DHS) and the US Computer Emergency Response Team (US-CERT). Information collected by the FTC's WiFi Networks is not routinely shared with outside entities, but may be shared, if necessary, where authorized or required by law (e.g., confidential disclosures to other law enforcement authorities for investigations and proceedings, mandatory release of information that is not privileged or exempt from Freedom of Information Act (FOIA) requests, discovery in litigation, subpoenas or other compulsory process, official requests of Congress or the General Accountability Office (GAO), etc.).
3.2		third party service providers have access to data in the explain what privacy requirements are in place to ensure rotected.
	or the security components the agency are subject to the	rvice providers who have administrative access to the WiFi Networks sused to monitor the networks. FTC contractors who are employed by ne same policies and guidelines that FTC staff members must follow. adhere to existing FTC guidelines when using the WiFi Networks and ules of Behavior.
	Not Applicable ■	
3.3		to 3.2, describe the privacy incident response plan maintained anization or third party service provider.
4	Notice and Consent	
4.1	How are individuals pr notice is not provided,	rovided with notice prior to the collection of their PII? If explain why.
	FTC Website F Privacy Notice Login banner Other (explain) collected when usi	atement (Written Oral)

functionalities of the WiFi Networks, with the exception of the Guest and Conference
WiFi Networks. Individuals, including members of the public, who choose to use the
Guest or Conference WiFi Networks are given notice of the information collected in
writing when acknowledging the online Terms of Service for those networks. This PIA
also acts to provide public notice of the configuration and security information collected
by the networks.
Notice is not provided (explain):

4.2 Do individuals have the opportunity to decline to provide information or to consent to particular uses of their information (other than required or authorized uses)?

Individuals are not required to provide their information; however, if they wish to utilize the WiFi Network services, they must provide the necessary information. For example, if FTC staff members wish to use the FTC WiFi Network, Remote WiFi network, or the Employee Personal WiFi network, then they must provide the required information. Similarly, individuals may choose to use their own communication solutions when visiting the FTC as guests or conference attendees; however, if guests or conference participants wish to use the Guest WiFi or Conference WiFi networks, then they must provide the required information.

Once individuals choose to use any component of the FTC WiFi Networks, they cannot decline to provide information necessary for the security components associated with that WiFi network. Individuals do not have the right to consent to particular uses of the information except by declining to use the WiFi Networks provided by the FTC.

4.3 Are there procedures in place to allow individuals access to their personally identifiable information? Explain.

Individuals do not have direct access to information collected and issued by the WiFi Networks. FTC employees and contractors may contact the FTC Enterprise Service Desk (Help Desk) and request their account information. Guest users and Conference attendees may request access to collected information, if any, through the FTC FOIA/Privacy Act Office, www.ftc.gov/about-ftc/foia/foia-request.

4.4 Are there procedures in place to allow individuals the ability to correct inaccurate or erroneous information? What is the process for receiving and responding to complaints, concerns, or questions from individuals? Explain.

As stated in 4.3 above, individuals do not have direct access to information collected about themselves. FTC employees and contractors can receive their account information by calling the Enterprise Service Desk (Help Desk). If a Guest or Conference attendee wishes to request access to collected information, he/she may submit a request through the FOIA/Privacy Act Office www.ftc.gov/about-ftc-foia-request.

If an individual is aware that the information collected about them is inaccurate (e.g., wrong email address), then he/she can contact OCIO to correct or update the information as necessary.

5 Data Accuracy and Security

5.1 Are there procedures in place to ensure that the information maintained is accurate, complete, and up-to-date?

The minimal information collected about users is maintained by the Authentication Management System. Individuals may contact the FTC Help Desk to request their account information. If there is any inaccuracy in the information maintained, the individual can request corrections, and OCIO will update the information accordingly.

5.2 Are there administrative procedures and technical safeguards in place to protect the data in the system/project? What controls are in place to ensure proper use of the data? Please specify.

FTC administrative staff members are bound by FTC policy regarding network and usage data collected by the monitoring and security tools mentioned in Section 1. Logs created by these tools are audited periodically as part of overall infrastructure security management. Any questions regarding the security of the system should be directed to the FTC's Chief Information Security Officer (CISO). The following technical safeguards are employed to prevent misuse of data transiting the network:

Security Component	Technical Safeguards
Authentication Management System	The Authentication Management System provides centralized management of rules and access control for the various WiFi networks. It enables the use of PKI certificates across many of the networks, ensuring stronger and more efficient access control.
WiFi Firewall	The WiFi firewall controls the incoming and outgoing network traffic by analyzing the data packets and determining whether or not they should be allowed through, based on a set of rules. This tool prevents traffic flow between the FTC WiFi networks and between connected WiFi devices on the same FTC WiFi network.
Wired Firewall	The wired firewall controls the incoming and outgoing network traffic by analyzing the data packets and determining whether or not they should be allowed through, based on a set of rules. This firewall is used to prevent inbound traffic from the Internet to the WiFi networks.

Security Component	Technical Safeguards
Intrusion Prevention & Rogue Device Detection	Intrusion Prevention & Rogue Device Detection continually monitors the networks; detects, classifies and contains rogue Access Points; and protects against denial-of-service (DoS) and client attacks.
Content Filtering	Content filtering is used to restrict access to certain types of Internet content from the various WiFi networks. The levels of filtering vary by the network purpose.

5.3 Has the system/project undergone the appropriate security risk assessment and received authority to operate?

The FTC's WiFi Network system is a component of the Data Center General Support System⁵ (GSS). As such, FTC WiFi networks are covered by the current risk assessment and authorization to operate as applicable for the Data Center GSS.

5.4 Is PII used in the course of system testing, training, or research? If so, what steps are taken to minimize and protect PII during this process?

6 Data Retention and Disposal

6.1 Specify the period of time that data is retained in the system/project. What are the specific procedures for disposing of the data at the end of the retention period?

Information collected by the FTC WiFi, Remote WiFi, and Employee WiFi is deleted 30 days after an employee leaves the agency or an employee's WiFi access is terminated. Guest configuration information is deleted upon expiration of the access privilege, and guests requests for access are automatically deleted after 45 days. Security records are maintained for a minimum of six months in accordance with FTC policy. Records of security incidents (e.g., attempts to gain unauthorized access to FTC WiFi Networks) will be retained for a minimum of three years after all necessary follow-up actions have been completed.

The FTC will maintain and dispose of information collected in accordance with FTC regulations, policies, and procedures and with the <u>General Records Schedules</u> of the National Archives and Records Administration (NARA).

⁵ For more information on the Data Center GSS, refer to the PIA available at www.ftc.gov/privacy.

7 Website Privacy Evaluation

7.1 Does the project/system employ the use of a website? If so, describe any tracking
technology used by the website and whether the technology is persistent or
temporary (e.g., session cookie, persistent cookie, web beacon). Describe the
purpose of using such tracking technology.

	Not	App	lica	ble
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The WiFi Networks and the respective security components do not use tracking technology. The FTC's Authentication Management System (AMS), however, has the ability to log which users are no longer approved to access any of the WiFi Networks; when Guest users connect to the Guest WiFi network; and whether Guest users have appropriately accepted the Terms of Service. AMS collects personal information required for Guests to use the Guest WiFi network and collects user acknowledgement of the Terms of Service for the Guest and Conference WiFi networks. No other FTC WiFi Network component collects personal information through a website. Persistent tracking technology is not applicable.

8 Privacy Risks and Evaluation

8.1 Considering the type of information collected and sources of collection, what privacy risks were identified and how were these risks mitigated?

Risk	Mitigation Strategy	
User information may be accessed, shared, used, maintained, or monitored by unauthorized persons or for unauthorized purposes.	and associated tools are related to securing the networks. To	
	The FTC's WiFi Networks are also encrypted and password-protected, but as with any WiFi network, the risk of intrusion from outside entities exists. Users should exercise caution when browsing the web and avoid suspicious content to protect their information and their devices. The WiFi Networks are configured to prevent access to inappropriate sites, such as pornographic or gambling sites, and users are at their own risk while browsing other sites. The monitoring technologies help moderate these risks (although the risk of acquiring viruses or other malware cannot be completely eliminated).	

Pre-shared key (PSK) for Conference and Guest WiFi networks is widely shared.	Possession of this key and appropriate hardware, software, and technical skills could enable an individual to isolate, capture, and decode encrypted traffic of a Conference or Guest user. This is mitigated by the following controls: • PSK is changed for each conference using Conference WiFi;	
	 PSK is changed for each conference using Conference wiFi, PSK is periodically changed for Guest WiFi; Conference and Guest WiFi networks will not allow one user to communicate directly with another using the FTC-provided network. 	

8.2 Does the project/system employ the use of automated privacy controls or enhanced capabilities designed to support privacy? Explain.

There are systematic lock-outs in place to deter unauthorized access to security components monitoring the WiFi Networks. For example, after four repeated incorrect login attempts of the Authentication Management System, a system user will be locked out of his/her account until an administrator resets the account.

8.3 Has a Privacy Act System of Records Notice (SORN) been published in the Federal Register for this system/project? If so, list the applicable SORN(s).

The information maintained is covered by existing Privacy Act System of Records Notices (SORNs): <u>VII-3 -- Computer Systems User Identification and Access Records</u>, <u>VII-5 -- Property Management System</u>. Information may also be incorporated into <u>VII-7 -- Information Technology Service Ticket System</u>, to the extent necessary to help track and resolve individual or network service issues.

8.4 How does the project/system ensure that the information is collected, used, stored, or disseminated in accordance with stated practices in this PIA?

FTC administrative staff members are bound by FTC policy regarding network and usage data collected by the monitoring and security tools put in place to prevent misuse of data transiting the network. Logs created by these tools are audited periodically as part of overall infrastructure security management.

Policies concerning the collection, use, and disclosure of information transmitted through the WiFi Networks have been reviewed to ensure consistency with the privacy policy posted on www.ftc.gov.

Approval and Signature Page

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