

Privacy Act Statement

Privacy Act Statement (5 U.S.C. § 552a, as amended):

Authority: Information solicited by Request an Account Form is collected under the authority of [14 CFR Parts 121, 125, 129, 135, and 145](#).

Purpose: The Request an Account form collects the name, email address, mailing address, telephone number, job title, company and security questions and answers; it is used to create a user account for access to the Service Difficulty Reporting System.

Routine Uses: The information collected will be included in the system of records notice [DOT/ALL 13 - Internet/Intranet Activity and Access Records](#) and will be subject to the published routine uses including:

- To provide information to any person(s) authorized to assist in an approved investigation of improper access or usage of DOT computer systems;
- To an actual or potential party or his or her authorized representative for the purpose of negotiation or discussion of such matters as settlement of the case, matter, or informal discovery proceedings;
- To contractors, grantees, experts, consultants, detailees, and other non-DOT employees performing or working on a contract, service, grant cooperative agreement, or other assignment from the Federal government, when necessary to accomplish an agency function related to this system of records; and
- To other government agencies where required by law.

The Department has also published 15 additional routine uses applicable to all DOT Privacy Act system of records. These routine uses are published in the Federal Register at 75 FR 82132 - December 29, 2010, 77 FR 42796 - July 20, 2012, and 84 FR 55222 - October 15, 2019, under "DOT General Routine Uses" (available at <http://www.transportation.gov/privacy/privacyactnotices>).

Disclosure: Submission of the information is voluntary; however, failure to submit requested information will result in FAA's inability to grant you access to the system.