

Request for Records Disposition Authority

(See Instructions on reverse)

To National Archives and Records Administration (NIR)
Washington, DC 20408

1 From (Agency or establishment)
Department of Veterans Affairs (VA)

2 Major Subdivision
Veterans Health Administration (VHA)

3 Minor Subdivision

4 Name of Person with whom to confer
Kenya Van Doren

5 Telephone (include area code)
202-461-5965

Leave Blank (NARA Use Only)

Job Number
NI-015-08-1

Date Received
10/3/08

Notification to Agency
In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10

Date **9 Nov 10** Archivist of the United States *[Signature]*

6 Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached 2 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified, and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies

is not required is attached has been requested

Signature of Agency Representative
[Signature]

Title
ASSISTANT VA RECORDS OFFICER

Date (mm/dd/yyyy)
05/20/2008

7 Item Number	8 Description of Item and Proposed Disposition	9 GRS or Superseded Job Citation	10 Action taken (NARA Use Only)
1.	<p>Privacy Complaint Files</p> <p>The complaint files consist of complaints, concerns, and issues. These files can consist of reports of contact, correspondence, and supporting documentation for the privacy investigation. The records used to conduct an analysis and to issue findings and recommendations. The files are maintained on paper and electronic medium. They are maintained at each VA health care facility.</p> <p>Paper files. Records used to create and update the electronic files.</p> <p>Disposition: Temporary. Destroy after 6 years old.</p>		
2.	<p>Electronic files. Electronic files are used to track complaints.</p> <p>Disposition: Temporary. Delete after 6 years old.</p>		
3.	<p>Electronic copies of mail and word processing applications:</p> <p>a. Copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or</p>		

Agency Department of Veterans Affairs (VA)
Major Subdivision Veterans Health Administration (VHA)
Job No N1-015-08-1

Privacy Complaint Files and Electronic Tracking System Files

This schedule covers the Privacy Complaint Files in the Veterans Health Administration (VHA) Department of Veterans Affairs (VA)

The Privacy Complaint Files are used to ensure that all veterans and their families, who receive medical care services in Veterans Health Administration (VHA) medical facilities and clinics, have their complaints addressed in a timely manner. The Complaint Files consist of complaints, concerns, and issues. Files can consist of reports of contact, correspondence, and supporting documentation for the privacy investigation. The records are used to conduct an analysis and to issue findings and recommendations. The files are maintained on paper and electronic medium.

The Electronic Tracking System Files are generated to produce a tracking system such as, the Privacy Violation Tracking System (PVTs). The files are used to track complaints, concerns, and issues regarding violation of Privacy or Security Rule. Privacy Complaint Files and Electronic Tracking System Files are maintained at each VA health care facility and VA Central Office.

Item 1 Privacy Complaint Files Records relating to the general agency implementation of Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act, including notices, memoranda, routine correspondences, and related records. The files consist of complaints, concerns, and issues alleging a violation of the Privacy Act.

Disposition: Temporary. Cut off closed files at the end of fiscal year. Destroy 6 years after cut off.

Item 2 Electronic Tracking System Files Electronic complaint files are created to produce a tracking system such as, the Privacy Violation Tracking System (PVTs), which is retrievable by a number. The files are used to track any grievance concerning an actual or suspected breach of privacy of personal information.

Disposition: Temporary. Delete files 6 years old after corresponding case file is closed.

Item 3 ~~Electronic copies of mail and word processing application~~

~~a—Copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives that are used to produce the recordkeeping copy~~

~~**Disposition:** Temporary Destroy or delete within 180 days after the recordkeeping copy had been produced~~ ~~GRS 20, Item 14~~

~~b—Copies used for dissemination, revision, or updating~~

~~**Disposition:** Temporary Destroy or delete when dissemination, revision, or updating is completed~~ ~~GRS 20, Item 13~~