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GENE

[Notice-IEB-2026-04; Docket No. 2026-0002; Sequence No. 07]

Privacy Act of 1974; System of Records

AGENCY: General Services Administration (GSA).

ACTION: Notice of a modified system of records.

SUMMARY: Pursuant to the provisions of the Privacy Act of 1974, notice is given that the General Services Administration (GSA) is providing an update to the system of records entitled Contracted Travel Services Program, GSA/GOVT-4, a system designed to provide efficient and secure travel management services for government agencies, including the General Services Administration (GSA), by integrating advanced technology with high-quality customer service.

DATES: Submit comments on or before **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE *FEDERAL REGISTER*].**

ADDRESSES: Comments may be submitted to the Federal eRulemaking Portal, *http:// www.regulations.gov*. Submit comments by searching for Contracted Travel Services Program GSA/GOVT-4.

FOR FURTHER INFORMATION CONTACT: Call or email Richard Speidel, Chief Privacy Officer at 202-969-5830 and *gsa.privacyact@gsa.gov*.

SUPPLEMENTARY INFORMATION: GSA proposes to modify a system of records subject to the Privacy Act of 1974, 5 U.S.C. 552a, to make technical changes to GSA/GOVT-4 consistent with the template laid out in OMB Circular No. A-108. Accordingly, GSA has made technical corrections and non-substantive language revisions to the following sections: "Policies and Practices for Storage of Records", "Policies and Practices for Retrieval of Records", "Policies and Practices for Retention and Disposal of Records", "Administrative, Technical and Physical Safeguards", "Record Access Procedures", "Contesting Record Procedures", and "Notification Procedures." GSA has also created the following new sections: "Security Classification" and "History."

SYSTEM NAME AND NUMBER: Contracted Travel Services Program, GSA/GOVT-4

SECURITY CLASSIFICATION: Unclassified

SYSTEM LOCATION: System records for GO.gov, (formerly ETSNext) are primarily located at the Travel and Expense (T&E) service provider, SAP Concur (a FedRAMP Cloud Service Provider), under contract with GSA's Federal Acquisition Service (FAS). In addition, records will be stored by Travel Management Companies (TMCs) available on the Multiple Award Schedule, 561510.

Travel Management Companies on the Multiple Award Schedule

Company Name	Address
ADTRAV	4555 SOUTHLAKE PKWY HOOVER, AL 35244-3238
CORPORATE TRAVEL MANAGEMENT (CTM)	2120 S 72ND ST STE 700 OMAHA, NE 68124-2366
CRUISE VENTURES, INC, DBA CI TRAVEL	192 BALLARD CT STE 200 VIRGINIA BEACH, VA 23462-6538
CW GOVERNMENT TRAVEL DBA CWTSATOTRAVEL	4300 WILSON BLVD STE 230 ARLINGTON, VA 22203-4167

DULUTH TRAVEL	2860 PEACHTREE INDUSTRIAL BLVD STE 1000 DULUTH, GA 30097-7906
EL SOL TRAVEL	4500 S LAKESHORE DR STE 357 TEMPE, AZ 85282-7052
INTEGRATED SOLUTIONS & SERVICES DBA ISS	109 S NORTHSHORE DR STE 300 KNOXVILLE, TN 37919-4925
NATIONAL TRAVEL SERVICE	707 VIRGINIA ST E STE 100 CHARLESTON, WV 25301-2796
OMEGA WORLD TRAVEL	3102 OMEGA OFFICE PARK FAIRFAX, VA 22031-2409
TRAVEL INCORPORATED	4355 RIVER GREEN PKWY DULUTH, GA 30096-2572
GBT US LLC DBA AMEXGBT	666 3rd AVE, NEW YORK, NY 10017
ALAMO TRAVEL	8930 WURZBACH RD STE 100 SAN ANTONIO, TX 78240-1004
SUN TRAVEL	5860 N MESA ST STE 107 EL PASO, TX 79912-4666

SYSTEM MANAGER: Director, Office of Travel, Employee Relocation, and Transportation Services (QMC), General Services Administration, 1800 F Street NW, Washington, DC 20405.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM: United States Code (USC) 5 USC 5701-5739,. 31 U.S.C. §§ 3511, 3512, and 3523; Federal Travel Regulation CFR-Title 41.

PURPOSES OF THE SYSTEM: The purpose of the system is to establish a comprehensive end-to-end travel and expense technology solution containing information that enables individuals on official Federal Government business to book their travel itinerary, receive approval to travel (authorization/request), and submit expense reimbursements (voucher/expense report) online. The system facilitates Travel Management Companies (TMCs) providing services under contract to the Federal Government (Multiple Award Schedule (MAS)) to issue reservations and air/rail tickets, lodging, and rental cars.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:
Individuals covered by the system are Federal employees authorized to perform official travel, Federal employees authorized to manage travel, Federal employees authorized to approve travel/reimbursement, and individuals not

employed (e.g. invitational traveler) by the Federal Government being provided travel by the Federal Government.

CATEGORIES OF RECORDS IN THE SYSTEM: System records include a traveler's profile containing: Full name of individual which matches the name on the form of ID used for travel (e.g. driver's license, passport); employee identification number; travel personnel role; home and office telephone numbers; home address; home and office e-mail addresses; emergency contact name and telephone number; entity name (e.g. agency, financial institution, travel vendor), entity identifier, address, and telephone number; air travel preference; rental car identification number and car preference; hotel preference and room preference, current passport number, driver's license number, permanent resident card number, national identification number, and/or visa number(s); credit card numbers and related information; balance owed; bank account information needed for electronic funds transfer; frequent traveler/loyalty account information (e.g., frequent flyer account numbers); date of birth; sex; medical information for a reasonable accommodation (e.g. wheelchair); dietary restrictions; meal preference; redress number (number DHS assigns to passenger to promote resolution with previous watch list alerts); Known Traveler Number (passenger number DHS utilizes to facilitate passenger clearance e.g. TSA Pre-Check, Global

Entry); travel companion/attendee name; travel purpose; passenger name record (PNR); trip information (e.g., destinations, reservation information; car rental pickup/dropoff, hotel reservation details); travel authorization/request information; travel claim (voucher/expense report) information (e.g. expense receipts/amounts); monthly reports from travel agent(s) showing charges to individuals, balances, and other types of account analyses; and other official travel related information.

RECORD SOURCE CATEGORIES: The sources are the individuals themselves, federal employees, federal agencies, travel authorizations (request), travel voucher (expense report), credit card companies, and travel service providers.

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND PURPOSES OF SUCH USES: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, all or a portion of the records or information contained in this system may be disclosed to authorized entities, as is determined to be relevant and necessary, outside GSA as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

a. To another Federal agency, Travel Management Center (TMC), online booking tool (OBT) suppliers and the airlines that are required to support the DHS/TSA Secure Flight

program. In this program, DHS/TSA assumes the function of conducting pre-flight comparisons of airline passenger information to Federal Government watch lists. In order to supply the appropriate information, these mentioned parties are responsible for obtaining new data fields consisting of personal information for date of birth, sex, redress number, and known traveler number. At this time, the redress number is optional and the known traveler number is for future programs. They may be required to be stored in another phase of the Secure Flight program.

b. To a Federal, State, local, or foreign agency responsible for investigating, prosecuting, enforcing, or carrying out a statute, rule, regulation, or order, where agencies become aware of a violation or potential violation of civil or criminal law or regulation.

c. In a proceeding before a court or adjudicative body before which the agency is authorized to appear, when (a) the agency, or any component thereof; or (b) any employee of the agency in his or her official capacity; or (c) any employee of the agency in his or her individual capacity where the agency has agreed to represent the employee; or (d) the United States, where the agency determines that litigation is likely to affect the agency or any of -its components, is a party to litigation or has an interest in such litigation, and the agency determines that use of such records is relevant and necessary to the litigation.

d. To a Member of Congress or staff on behalf and at the requests of the individual who is the subject of the record.

e. To a Federal agency employee, expert, consultant, or contractor in performing a Federal duty for purposes of authorizing, arranging, and/or claiming reimbursement for official travel, including, but not limited to, traveler profile information.

f. To a Federal agency employee, expert, consultant, or contractor while performing TDY travel, who is taking leave while on official travel, for purposes of tracking travel expenses that are the responsibility of the traveler and not the Federal Government, including, but not limited to, change fees, traveler personal itinerary information, etc.

g. To a Federal agency employee, expert, consultant, or contractor in tracking and providing assistance to provide technical support (e.g. helpdesk), or resolve a travel related issue e.g. changes when flights are cancelled.

h. To a credit card company for billing purposes, including collection of past due amounts.

i. To an expert, consultant, or contractor in the performance of a Federal duty to which the information is relevant.

j. To a Federal agency by the contractor in the form of itemized statements or invoices, and reports of all transactions, including refunds and adjustments to enable audits of charges to the Federal Government.

k. To a Federal agency in connection with the hiring or retention of an employee; the issuance of a security clearance; the reporting of an investigation; the receiving of bids and proposals for a contract to be awarded by the government; or the issuance of a grant, license, or other benefit to the extent that the information is relevant and necessary to a decision.

l. To an authorized appeal or grievance examiner, formal complaints examiner, equal employment opportunity investigator, arbitrator, or other duly authorized official engaged in investigation or settlement of a grievance, complaint, or appeal filed by an employee to whom the information pertains.

m. To the Office of Personnel Management (OPM), the Office of Management and Budget (OMB), when the information is required for program evaluation purposes.

n. To officials of labor organizations recognized under 5 U.S.C. chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

o. To a travel services provider for billing and refund purposes.

p. To a carrier or an insurer for settlement of an employee claim for loss of or damage to personal property incident to service under 31 U.S.C. § 3721, or to a party involved in a tort claim against the Federal Government resulting from an accident involving a traveler.

q. To a credit reporting agency or credit bureau, as allowed and authorized by law, for the purpose of adding to a credit history file when it has been determined that an individual's account with a creditor with input to the system is delinquent.

r. To the National Archives and Records Administration (NARA) for records management purposes.

s. To appropriate agencies, entities, and persons when: (1) GSA suspects or has confirmed that there has been a breach of the system of records, (2) GSA has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, GSA (including its information systems, programs, and operations), the Federal Government, or national security; and (3) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with GSA’s efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm.

t. To another Federal agency or Federal entity, when GSA determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs, and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.

POLICIES AND PRACTICES FOR STORAGE OF RECORDS: All records are stored electronically in a database. Information is encrypted in transit and at rest.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS: Records can be retrieved by name, other personal identifier, or any attribute of the system.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS: Records kept by a Federal agency are maintained in accordance with the General Records Retention Schedules issued by the National Archives and Records Administration (NARA) or an agency and NARA approved records disposition schedule.

- GRS 01.1/010 Financial Transaction Records Related To Procuring Goods And Services, Paying Bills, Collecting Debts, And Accounting.

- Retention Instructions: Temporary. Destroy 6 years after final payment or cancellation, but longer retention is authorized if required for business use.
- Legal Disposition Authority: DAA-GRS-2013-0003-0001 (GRS 01.1/010)
- Approved by NARA: 6/12/2014.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS: Records in the system are protected from unauthorized access and misuse through a combination of administrative, technical, and physical security measures. Administrative measures include, but are not limited to, policies that limit system access to individuals within an agency with a legitimate business need and regular review of security procedures and best practices to enhance security. Technical measures include, but are not limited to, system design that allows authorized system users access only to data for which they are responsible, required use of multifactor authentication, and use of encryption for data transfers. Physical security measures include, but are not limited to, the use of data centers which meet NIST requirements for storage of sensitive data.

RECORD ACCESS PROCEDURES: Requests from individuals should be addressed to the appropriate administrative office for the agency that is authorizing and/or reimbursing their travel. Individuals must furnish their full name to the

authorizing agency for their records to be located and identified. Alternatively, if an individual wishes to access any data or record pertaining to him or her in the system after it has been submitted, that individual could also consult the GSA's Privacy Act implementation rules available at 41 CFR Part 105-64.2.

CONTESTING RECORD PROCEDURES: Individuals wishing to request amendment of their records should contact the appropriate administrative office for the agency that authorized and/or reimbursed their travel. Individuals must furnish their full name to the authorizing agency for their records to be located and identified. Alternatively, if an individual wishes to contest the content of any record pertaining to him or her in the system after it has been submitted, that individual could consult the GSA's Privacy Act implementation rules available at 41 CFR Part 105-64.4.

NOTIFICATION PROCEDURES: Inquiries from individuals should be addressed to the appropriate administrative office for the agency that is authorizing and/or reimbursing their travel. Alternatively, if an individual wishes to be notified at his or her request if the system contains a record pertaining to him or her after it has been submitted, that individual could consult the GSA's Privacy Act implementation rules available at 41 CFR Part 105-64.4.

EXEMPTIONS PROMULGATED FOR THE SYSTEM: None.

HISTORY: This system was previously published in the Federal Register at 74 FR 26700.

DATED: Published 06/03/2009.

Richard Speidel,

Chief Privacy Officer,

Office of the Deputy Chief Information Officer,

General Services Administration.

[BILLING CODE: 6820-AB]

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