

General Information

PTA / PIA Name:	OS - HHS GS - QTR4 - 2025 - OS3214103	PTA / PIA ID:	4250118
Component Name:	OS - Slack Enterprise Grid - HHSgov	ATO Boundary Name:	Slack Enterprise Grid - HHSgov
Overall Status:	Complete 	# of Days - Open:	78
Submitter:		Submit Date:	2/11/2026
Next Assessment Date:	02/25/2029	Expiration Date:	2/25/2029
Office:		OpDiv:	OS
Security Categorization:	Moderate		
Make PIA available to Public?:	No	PIA Required:	Yes
General 01:	Identify the Enterprise Performance Lifecycle Phase of the system.		Initiation
General 02:	Is this a FISMA-Reportable system?		No
General 03:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?		No
General 04:	ATO Date or Planned ATO Date.		6/1/2026
General 05:	Is the system or electronic information collection, agency or contractor operated?		Agency
History Log:	View History Log		

Privacy Threshold Analysis

Privacy Threshold Analysis

PTA 01:	Point of Contact (POC) Name	Michael Finlay
PTA 01A:	POC Title and Organization	Lead Engineer
PTA 01B:	POC Email Address	Michael.Finlay@hhs.gov
PTA 01C:	POC Phone Number	(202) 868-9314
PTA 02:	Indicate the following reason(s) for this PTA. Choose from the following options.	New
PTA 03:	Is the data contained in the system owned by the agency or contractor?	Agency
PTA 04:	Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.	Slack Enterprise Grid-HHS.gov (Slack) is a new artificial intelligence (AI) powered collaboration hub and productivity platform that centralizes

team communications information and tools into one interface for faster, organized discussions in channels, with powerful AI to summarize conversations, find answers, and automate tasks for improved productivity across teams and organizations. Slack will enhance Microsoft Teams by promoting transparency and facilitating information sharing between users through organized conversation channels and customizable workspaces.

Key Functions & Features

Slack allows HHS users to communicate and organize messages and files into channels and workspaces. It is comprised of the following:

Channels: Dedicated spaces for teams, projects, or topics with real-time chat, file sharing, and integrations. Channels enable users to send messages and share files as well as to discuss topics with the appropriate stakeholders. When messages and files are shared in public channels, information flows transparently throughout Slack. Users can search their team's conversation history in Slack to find relevant messages, files, channels, and people.

Workspaces: Slack workspaces are made up of channels where users can communicate and work together, either in-channel or in direct messages. A workspace is typically comprised of the following people: Primary Owner, Owners, Admins, Full Members, Multi-channel guests, and Single-channel guests. Every Slack workspace has a team of members with varying administrative permissions. Users can add Slack apps to their workspaces to connect services or tools to Slack from the application directory. Note: Slack Apps are off by default and must be enabled by a Slack administrator once requested by a user.

Slack Connect: Slack Connect allows customers to connect to other Slack customers to collaborate with external partners. All Slack connect connections must be approved by the customer's Slack administrator before the connection process can be completed. Customer Slack administrators can approve single Slack connect channels or full organization connections, allowing any person from both organizations to connect with members from the external organization. When Slack connect is used, the data from the conversation is saved to organization Slack accounts.

Artificial Intelligence (AI): Offers AI search, automatic summaries (recaps), and workflow suggestions to boost efficiency. The Privacy Impact Assessment (PIA) will be updated to reflect any future AI use cases that introduce new privacy risks.

Workflow Builder: Automates routine tasks and

		processes without code.
		Search & Knowledge: Centralizes company data and knowledge, making it easily searchable.
PTA 05:	List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.	The types of information collected, maintained, and shared by the system will vary depending on each user's mission. User Account Credentials: Slack is a collaboration tool accessible from the Software Center. Account credentials stored within the system include full name, email, and phone number. This information typically includes User Principal Name, first, middle, and last name, mailing address, device identifiers, organization, office number, email address and phone number. This information will be retained for as long as a user account is active. Files: Slack communications and files may contain limited personally identifiable information (PII) and photographic identifiers, however, no Protected Health Information (PHI), and Controlled Unclassified Information (CUI). Slack content is used for official collaboration and may support regulatory or mission decisions. Slack supports agency collaboration but is augmenting Teams (not mission-critical for continuity of operations). Files will be retained
PTA 05A:	Are user credentials used to access the system?	Yes, but the user credentials are maintained in a separate system (e.g., AD, AMS) and not collected or maintained by this system.
PTA 05C:	Please identify the system that maintains the user credentials or controls access to this system.	Microsoft Azure Entra ID
PTA 06:	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	User Account Credentials: Slack is a collaboration tool accessible from the Software Center. Account credentials stored within the system include full name, email, and phone number and are used to access the system. Files: Slack communications and files may contain limited PII (no PHI) and Controlled Unclassified Information (CUI). Slack content is used for official collaboration and may support regulatory or mission decisions. Slack supports agency collaboration but is augmenting Teams (not mission-critical for continuity of operations).
PTA 07:	Does the system collect, maintain, use, or share PII?	Yes
PTA 08:	Does the system include a website or online application?	No
PTA 14:	Does the system have a mobile application?	Yes
PTA 14A:	Is the mobile application HHS developed and managed or a third-party application?	Third-party

PTA 15:	Describe the purpose of the mobile application, who has access to it, and how users access it. Please address each element in your response.	The Slack Mobile application is available for download from the Office of the Chief Information Officer (OCIO) company portal and is available to HHS users.
PTA 16:	Does the mobile application have a privacy notice?	No
PTA 17:	Does the mobile application contain links to non-federal government websites external to HHS?	Yes
PTA 17A:	Is a disclaimer notice provided to users that follow external links to resources not owned or operated by HHS?	No
PTA 18:	Does the mobile application use measurement and customization technology?	No
PTA 19:	Does the mobile application have any information directed at children under the age of thirteen?	No
PTA 20:	Are any third-party websites or applications (TPWA) associated with the system?	No
PTA 21:	Does this system use artificial intelligence (AI) tools or technologies?	Yes
PTA 21A:	What are the AI tools and how are they used?	Slackbot: Slack AI coding to summarize and locate text/files within chats and channels.

Privacy Impact Assessment

Privacy Impact Assessment

PIA 22:	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Identifying Numbers Device Identifiers Biographical Information Name User Credentials Contact Information Email Address (Business) Mailing Address (Business) Phone Numbers (Business) Biometrics/Distinguishing Features Photographic Identifiers Other Other
PIA 22A:	Identify the “other” type(s) of personally identifiable information (PII) not mentioned in the above list.	Organization
PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Business Partners/Contacts (Federal state, local agencies) Employees/HHS Direct Contractors
PIA 24:	Indicate the approximate number of individuals whose PII is maintained in the system.	500 – 4,999
PIA 25:	For what primary purpose is the PII used?	The primary purpose of the PII is access to the Slack application.

PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	No secondary purposes.
PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	36 CFR 1220/1236) and NARA Bulletins 2023-02/-04 M-24-15 — Modernizing the Federal Risk and Authorization Management Program (FedRAMP)
PIA 29:	Are records in the system retrieved by one or more PII data elements?	Yes
PIA 29A:	Please specify which PII data elements are used to retrieve records.	User name, First name, or last name.
PIA 29B:	Provide the number, title, and URL of the Privacy Act System of Records Notice (SORN) that is being used to cover the system or indicate whether a new or revised SORN is in development.	A SORN is in development.
PIA 30:	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains In-person Government Sources Within the OPDIV Other HHS OPDIV Other Federal Entities
PIA 31:	Is there an Office of Management and Budget (OMB) information collection approval number?	Yes
PIA 31A:	Provide the information collection approval number(s) and expiration date(s).	OMB Memorandum M-24-15, “Modernizing the Federal Risk and Authorization Management Program (FedRAMP)” (July 25, 2024) OMB Memorandum M-21-31, issued on August 27, 2021 does not have an expiration date. OMB Circular A-130, "Managing Information as a Strategic Resource," does not have an expiration date.
PIA 32:	Is the PII in the system shared directly with other organizations outside the system’s Operating Division?	No
PIA 33:	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
PIA 34:	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	Consent is obtained during the account creation process for Slack.
PIA 35:	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). If they cannot be notified or have their consent obtained, explain why.	An email will be provided to users when major changes occur within the system.
PIA 36:	Describe the process in place to resolve an individual’s concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not.	The individual can submit an email to the administrator if they believe their PII was inappropriately obtained, used or disclosed or is inaccurate.
PIA 37:	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	Slack Administrators will perform reviews every 90 days for users within Slack

PIA 38:	Identify who will have access to the PII in the system.	Users Administrators Contractors
PIA 38A:	Select the type of contractor.	HHS/OpDiv Direct Contractors
PIA 38B:	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	Users: Users will have access to their own PII (full name/email/phone number). Administrators: Slack Administrators will have access in order to perform regular user access reviews and monitor activity in support of an audit or incident. Contractors: HHS Direct Contractors will have access in order to perform regular user access reviews and monitor activity in support of an audit or incident.
PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Only System Administrators have access to user PII beyond the direct user.
PIA 41:	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	Role based access control and least privilege.
PIA 42:	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	Annual HHS provided security awareness training.
PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	No additional training
PIA 44:	Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).	N01-0064-2000-0008 GR-6-1-010 and GR-5-2-020
PIA 45:	Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.	Administrative controls: Role based access control and least privilege Technical: Multifactor authentication. Physical: The system is a software as a service and inherits physical controls from Amazon Web Services (AWS).

Review and Comments			
OpDiv Privacy Analyst Review			
Privacy Analyst Review Decision:	Approved	Privacy Analyst Review Date:	2/11/2026
Privacy Analyst Review Comments:	This PIA is ready for your review. All necessary questions have been answered. Thank you, Jon	# of Days - PA Review:	0

SOP Review			
SOP Review Decision:	Approved	SOP Review Date:	2/12/2026
SOP Review Comments:		# of Days - SOP Review:	1

Agency Privacy Analyst Review			
Agency Privacy Analyst Review Decision:	Approved	Agency Privacy Analyst Review Date:	2/23/2026
Agency Privacy Analyst Review Comments:	Reviewer: Christopher Akhibi 2/23/2026 AI review is completed, this PIA is now ready for SAOP review and approval.	# of Days - APA Review:	11

SAOP Review					
SAOP Review Decision:		Approved	SAOP Review Date:		2/26/2026
SAOP Review Comments:			# of Days - SAOP Review:		3
SAOP Signature					
Date	User	Type	Name	Original Value	New Value
2/26/2026 2:39 PM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

Supporting Document(s)				
Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments				
Question Name	Submitter	Date	Comment	Attachment
PTA 05	PETERS, GODISGREAT	2/10/2026	Please spell out PII and PHI at first use instances.	
PTA 05A	PETERS, GODISGREAT	2/10/2026	Please spell out AD and AMS at first use instances.	
PTA 15	PETERS, GODISGREAT	2/10/2026	Please spell out OCIO at first use instance.	
PIA 22	PETERS, GODISGREAT	2/10/2026	Please include mailing address, device identifiers, organization and office number. Use other for PII not on the selection list and add as a typed text.	
PIA 37	PETERS, GODISGREAT	2/10/2026	Please update this statement to clarify the review frequency (Slack Administrators will perform reviews every 90 for users within Slack).	
PTA 04	BLAND, CRYSTAL	2/11/2026	Under Ai Intelligence please include the AI Statement "The Privacy Impact Assessment (PIA) will be updated to reflect any future AI use cases that introduce new privacy risks."	
PTA 05	BLAND, CRYSTAL	2/11/2026	Please include the following PII in your response "photographic identifier."	
PIA 31A	BLAND, CRYSTAL	2/11/2026	Please provide OMB Number and expiration date.	
PTA 21A	BLAND, CRYSTAL	2/23/2026	2/23/2026 AI Review completed	(2-23-2026) EMAIL_RE_AI PIA Review_OS - HHSGS - QTR4 - 2025 - OS3214103.pdf