

US Department of Health and Human Services

Third Party Websites and Applications Privacy Impact Assessment

Date Signed:

April 10, 2026

OPDIV:

IHS

Name:

Touchpoint Web Application

TPWA Unique Identifier:

T-6748493-736601

Is this a new TPWA?

Yes

Will the use of a third-party Website or application create a new or modify an existing HHS/OPDIV System of Records Notice (SORN) under the Privacy Act?

No

If SORN is not yet published, identify plans to put one in place.

null

Will the use of a third-party Website or application create an information collection subject to OMB clearance under the Paperwork Reduction Act (PRA)?

Yes

Indicate the OMB approval number and approval number expiration date (or describe the plans to obtain OMB clearance).

OMB Approval 0990-0491

Indicate the OMB approval number expiration date (or describe the plans to obtain OMB clearance).

Expiration Date: 4/30/27 12:00 AM

Describe the plans to obtain OMB clearance.

Explanation: HHS approval.

Does the third-party Website or application contain Federal Records?

Yes

Describe the specific purpose for the OPDIV use of the third-party Website or application:

Touchpoint is not a third-party website or application. It is a government-owned and operated website and is described as the official survey platform of the U.S. Department of Health and Human Services (HHS). It is managed by the U.S. General Services Administration (GSA) to solicit and process user feedback for government agencies. Touchpoint itself generates a public survey URL that can be shared via QR code for patients to complete the survey online. The patient can also fill out a paper form at the facility and submit it to facility staff. The facility staff will then utilize the URL to put the results into Touchpoint. <https://touchpoints.app.cloud.gov/touchpoints/8a4d7fd5/submit>

Have the third-party privacy policies been reviewed to evaluate any risks and to determine whether the Website or application is appropriate for OPDIV use?

Yes

Describe alternative means by which the public can obtain comparable information or services if they choose not to use the third-party Website or application:

The patient can also fill out a paper at the facility and submit it to facility staff. The facility staff will then utilize the URL to put the results into Touchpoint.

<https://touchpoints.app.cloud.gov/touchpoints/8a4d7fd5/submit>

Does the third-party Website or application have appropriate branding to distinguish the OPDIV activities from those of nongovernmental actors?

Yes

How does the public navigate to the third party Website or application from the OPDIV?

Other...The public will navigate to the third-party site through a URL.

Please describe how the public navigate to the thirdparty website or application:

The patient may utilize URL to complete the survey. The patient can also fill out a paper form at the facility and submit it to facility staff. The facility staff will then utilize the URL to put the results into Touchpoint. <https://touchpoints.app.cloud.gov/touchpoints/8a4d7fd5/submit>

If the public navigate to the third-party website or application via an external hyperlink, is there an alert to notify the public that they are being directed to anongovernmental Website?

No

Has the OPDIV Privacy Policy been updated to describe the use of a third-party Website or application?

No

Provide a hyperlink to the OPDIV Privacy Policy:

<https://www.ihs.gov/privacypolicy/>

Is an OPDIV Privacy Notice posted on the third-part website or application?

Yes

Is PII collected by the OPDIV from the third-party Website or application?

No

Will the third-party Website or application make PII available to the OPDIV?

No

Describe the PII that will be collected by the OPDIV from the third-party Website or application and/or the PII which the public could make available to the OPDIV through the use of the third-party Website or application and the intended or expected use of the PII:

No PII is being collected. The survey instructions notify the respondent that the survey is voluntary and confidential. Protected Health Information or Personally Identifiable Information (PHI/PII) are not requested or collected. The survey consist of both multiple-choice questions and a free text "Other" option. If "Other" is selected, above each free text box the verbiage "Please do not enter Protected Health Information or Personally Identifiable Information (PHI/PII) in your response" is displayed. The instructions also have a link to the IHS Privacy Policy and a link to Touchpoint, which displays GSA's Privacy Policy.

Describe the type of PII from the third-party Website or application that will be shared, with whom the PII will be shared, and the purpose of the information sharing:

No PII is being collected. The survey instructions notify the respondent that the survey is voluntary and confidential. PHI/PII are not requested or collected. The survey consist of both multiple-choice questions and a free text "Other" option. If "Other" is selected, above each free text box the verbiage "Please do not enter PHI/PII your response" is displayed. The instructions also have a link to the IHS Privacy Policy and a link to Touchpoint, which displays GSA's Privacy Policy.

If PII is shared, how are the risks of sharing PII mitigated?

No PII is being collected. The patient may enter PII/PHI, but survey questions do not request any

Will the PII from the third-party website or application be maintained by the OPDIV?

No

Describe how PII that is used or maintained will be secured:

No PII is being collected. The survey instructions notify the respondent that the survey is voluntary and confidential. PHI/PII are not requested or collected. The survey consist of both multiple-choice questions and a free text "Other" option. If "Other" is selected, above each free text box the verbiage "Please do not enter PHI/PII your response" is displayed. The instructions also have a link to the IHS Privacy Policy and a link to Touchpoint, which displays GSA's Privacy Policy.

What other privacy risks exist and how will they be mitigated?

No PII is being collected. The survey instructions notify the respondent that the survey is voluntary and confidential. PHI/PII are not requested or collected. The survey consist of both multiple-choice questions and a free text "Other" option. If "Other" is selected, above each free text box the verbiage "Please do not enter PHI/PII your response" is displayed. The instructions also have a link to the IHS Privacy Policy and a link to Touchpoint, which displays GSA's Privacy Policy.