



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON ITALY
UNIT 31401, BOX 42
APO AE 09630

IMIT-HRA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison (USAG) Italy, Handling of Personal Identifiable Information (PII) Policy

1. Purpose: To define and establish the USAG Italy Commander's Policy on handling PII within USAG Italy.
2. Applicability: This policy letter applies to all USAG Italy Soldiers, DA Civilians, Local National employees and Family members.
3. Effective date: This policy letter remains in effect until superseded or rescinded.
4. Policy:
 - a. Safeguarding PII in the procession of the government and preventing its breach are essential to ensure the safety of our personnel and protecting them from identity theft, exposure of their personal information, or blackmail.
 - b. PII is information which can be used to distinguish or trace an individual's identity, such as their name, home address, home phone number, social security number, date and place of birth, mother's maiden name, biometric records, other demographic, personnel, medical, or financial information. PII includes any information that is linked or linkable to a specific individual, alone or when combined with other personal information.
 - c. A PII breach is an actual or possible loss of control, unauthorized disclosure, or unauthorized access to personal information where persons other than authorized users gain access or potential access to such information for other than authorized purpose where one or more individuals will be adversely affected.
 - d. Most PII breaches involve such acts as; documents containing PII thrown in the trash or recycling, government laptop, mobile device, or removable media stolen from a vehicle, hotel room or personal residence, computer compromised because a user clicked on an attachment or web link in an unsigned "phishing" message or browsed to a malicious website or alert roster, family member information or other PII posted on a publicly-accessible web site.

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e. The following protective measures will be used by all those covered under paragraph 2 of this memorandum:

(1) Minimize the collection, use and retention of PII to what is strictly required in order to accomplish the organization's mission.

(2) Identify all PII in your areas and determine whether it is being properly protected.

(3) Prohibit removal of IT equipment or other PII from the workplace without supervisor approval. Ensure employees are aware of the protection requirements in AR 25-2 (Information Assurance) for IT equipment removed from the workplace.

(4) Ensure IT systems use approved data-at-rest encryption.

(5) Train users not to click on links or attachments in e-mails that are not digitally signed (phishing continues to be the top attack vector).

(6) Ensure that email containing PII or other sensitive information is encrypted.

(7) Do not post PII to a public website or to a government site not authorized for PII.

(8) Do not store or process PII on a personal device or transmit PII from .mil to .com.

(9) Ensure PII is not discarded in trash or recycle bins. Require destruction by cross-cut shredder or other approved method.

(10) Restrict access to PII to only those who have an official "need to know." In particular, verify access settings on network drives and portals.

(11) Ensure employees are trained on proper handling of PII.

(12) Do not leave PII at copiers unattended.

f. In the event of an actual or suspected breach of PII you will do the following:

(1) Notify your Chain of Command immediately.

(2) Report the breach to the Privacy Act Officer Richard Hendrickson at DSN 634-7451 or richard.b.hendrickson.civ@mail.mil.

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(3) Within 1 hour fill out an incident report with USCERT at:
<http://www.us.cert.gov> or call their 24/7 hot-line at (888) 282-0870.

(4) Record the USCERT number and report this to the Privacy Act Officer.

5. Point of contact: USAG Italy Privacy Act Officer at DSN 634-7451 or
richard.b.hendrickson.civ@mail.mil.

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DN: c=US, o=U.S. Government, ou=DoD, ou=PKI,
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