

How to Report a Privacy or Civil Liberties Violation

The Department of Defense (DoD) is committed to the protection of the privacy and civil liberties of DoD employees, members of the military, and the public, to the greatest extent possible, consistent with its operational requirements. The Office of the Assistant to the Secretary of Defense for Privacy, Civil Liberties, and Transparency (OATSD(PCLT)), facilitates the resolution of complaints alleging violation(s) of the privacy rights or civil liberties of an individual by the U.S. Department of Defense (DoD), in accordance with DoD Instruction 5400.11, "DoD Privacy and Civil Liberties Programs." The OATSD(PCLT) is charged with implementing the DoD's Privacy and Civil Liberties programs through advice, monitoring, official reporting, and training.

Privacy rights and civil liberties are personal, and fundamental rights and freedoms protected by the Constitution of the United States. Most civil liberties (including freedom of speech, assembly, press and religion) are concentrated primarily in the Bill of Rights. [Click here](#) for additional information about civil liberties.

The information contained on this page provides instructions on how to file a complaint if you believe the DoD is violating your privacy rights and/or civil liberties.

You may file a complaint with:

- Your Component Privacy and/or Civil Liberties Officer.
- The Office of the Assistant to the Secretary of Defense for Privacy, Civil Liberties, and Transparency (OATSD(PCLT)).

Filing a Complaint with the OATSD(PCLT) Privacy and Civil Liberties Division:

Complaints may be received via email or postal mail.

To file a complaint via email, submit your complaint to osd.ncr.ocmo.mbx.cl-correspondence@mail.mil.

Please refrain from sending personally identifiable information as these mailboxes do not allow for your encrypted submission. However, in an abundance of caution, you may use the DoD SAFE (Secure Access File Exchange) via <https://safe.apps.mil/> to upload and send your personal information. Please reference the above mailbox addresses for your submission. When using SAFE, we request that any personal information being transmitted must be encrypted prior to uploading and the decryption key must then be provided to the recipient(s) by a means other than SAFE.

To file a complaint via postal mail, mail your complaint to the below address:

*Defense Privacy and Civil Liberties Division
4800 Mark Center Drive, Mailbox #24, Suite 08D09
Alexandria, VA 22350-1700*

Please make sure your complaint includes the following:

- Name
- Address (please indicate if this is a home or work address)
- Contact number(s)
- Preferred method of contact (via email or postal mail)
- Contact information of any other person(s) representing the complainant. For example, a lawyer or legal representative.
- Information about the person, program, policy, or procedure your complaint is referring to
- Explain the circumstances surrounding the violation of your privacy and/or civil liberty rights and include:
 - ✓ Date(s) and location of the alleged violation. Please state if the violation is ongoing.
 - ✓ Component(s) and individuals involved in the alleged violation
 - ✓ The type of violation and a summary of the events subject of your complaint
 - ✓ Whether the violation was reported to any other DoD entity or authorities and what action, if any, was taken
- Any other relevant information you believe necessary
- Your Signature and the Date

Before You Submit Your Complaint Letter:

- Maintain a copy of your submitted complaint letter for your files
- Make certain that your signed complaint letter is concise and legible
- Be prepared to answer additional questions from OATSD(PCLT) and/or DoD component offices related to your complaint letter
- Recognize that OATSD(PCLT) may be unable to refer certain complaint letters to DoD component offices for investigation. This includes:
 - Anonymous complaints
 - Duplicate complaints concerning the same complainant and civil liberties or privacy issue, and
 - Complaints under investigation or complaints that received a final action or decision by the appropriate DoD component office
- Understand that investigations are conducted by the appropriate DoD component office(s)

What Happens After You Submit Your Complaint Letter?

- You will receive confirmation of receipt of your complaint
- You will receive notification of action(s) taken regarding your complaint
- You will receive a response letter directly from appropriate DoD component office(s) after a thorough investigation and determination has been made

Privacy Act Statement

Authority: 10 U.S.C. 113, Secretary of Defense; 42 U.S.C. 2000ee-1, Privacy and Civil Liberties Officers.

Purpose: Information is collected to assist OATSD(PCLT) in processing complaints from DoD employees, members of the military, and the public who allege that the DoD violated their civil liberties or privacy rights.

Routine Uses: Information may be disclosed for any of the DoD “Blanket Routine Uses” published at <https://dpcl.d.defense.gov/Privacy/SORNsIndex/Blanket-Routine-Uses>. DoD employees and members of the military are encouraged to contact their Component Chief Civil Liberties Officer, Component Privacy Act Officer, or local chain of command for further details. Public inquiries should be mailed to: Department of Defense, Office of the Chief Management Officer, Directorate for Oversight and Compliance, 4800 Mark Center Drive, Mailbox #24, Suite 08D09, Alexandria, VA 22350-1700.

Disclosures: Voluntary; however, failure to provide the information may result in OATSD(PCLT)’s inability to process your complaint letter.

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