Data Protection Roadshow – 20 June 2012

Questions and Answers

1. Is a desktop computer considered a 'portable device'?
No, the term portable device refers to laptop computers, USB sticks, mobile phones and any other easily transportable item used to hold personal data. With regards to desktop computers, you are advised to avoid storing data on the actual machine. For both security and accessibility purposes, you should always use shared servers where these are available.

2. How is confidential waste actually disposed of at King's?
All College confidential waste is shredded, either on site in campus Post Rooms or off-site via contactors such as Iron Mountain. In addition to paper, contractors will also securely destroy digital media such as DVDs, hard drives, etc. To find out what facilities are available in your area, contact your Campus Facilities office or email estates.help@kcl.ac.uk.

3. What is the best way to protect data held on my portable device?
Due to the volume of smart phones and electronic devices available, IT are unable to put guidance online covering every product. For one-to-one advice, log a call with the helpdesk (email: itservicedesk@kcl.ac.uk). Unless you have been issued with a corporate Blackberry, the College will take no responsibility for the security of your device. You are personally responsible for any data held on the device, so always read the operations manual and ensure that encryption is turned on.

4. If a colleague has left King's and we believe that data may be held on their machine (rather than on a shared server), how can we access that data?
Contact the IT helpdesk who will be able to access the data for you, (email: itservicedesk@kcl.ac.uk).

5. How do you decide what is 'personal information'? Is it just a name or can it be an NHS number too?
Personal information is anything that can be used to deduce the identity of the individual. This can be more than a name and might include address, date of birth, medical conditions, etc. For someone working at King's and therefore external to the NHS, a NHS number would not be considered personal data, as there would be no way of using this to identify an individual. Within the NHS however, the NHS number is considered personal data, as many staff will have access to systems or additional information which could help identify the individual.

6. Does there have to be any justification to submit a Subject Access Request (SAR)?
No – you do not need to give any reason for submitting a SAR. There is a £10 fee for students and staff who have left King's. There is no charge for current King's staff.

7. Is there any College level guidance on file naming conventions?
There is no official guidance, but the Information Management team can provide best-practice advice. Email the team for further assistance at records-management@kcl.ac.uk.

8. Is Access King's Global Desktop available to all staff?
Yes – staff can log in to Global Desktop or Campus Desktop from any public access machine in the same way as students, i.e. username and email password

9. Is it safe to email student exam results externally, i.e. to examiners or other institutions?
No – email is not a secure medium and should not be used to transfer personal data. We would recommend that you use the file transfer service, see
https://internal.kcl.ac.uk/it/email/fts/index.aspx. This allows the recipient to dial in and access the files on a secure College server rather than transferring the data via email. You should always provide the password for accessing the files in a separate email or via telephone. There is no need to use the file transfer service within King's, i.e. it is safe to send personal data to another King's email address.

10. Is it safe to remotely access and download data from College systems, i.e. SITS?
Yes – dialling into King's via the Global Desktop is secure, even through wireless access. Whenever you see 'https' in the web address, it indicates a layer of encryption. If you are downloading data remotely, always use your own laptop or device rather than machines in internet cafes, etc. as these may not be secure. Always make sure that your personal antivirus protection and encryption is turned on.

11. Is it safe to supply data downloaded from systems to other colleagues at King's, despite not knowing how they intend to use the data?
Yes, it's fine to share data with other colleagues at King's. We are all bound by the same College regulations regarding data security. Your colleagues will be aware that personal data must be used sensibly and made anonymous before being transferred to any parties outside of the College.

12. I work in the NHS and am also a lecturer at King's? Can I take my own photographs for uploading to Moodle?
You are not allowed to take any photographs within the NHS for external viewing. This extends to unidentifiable persons and objects. The Trust will not permit publication of any images on external systems. To populate Moodle with images, it is suggested that College staff use Celum, the King's Image Library. This contains thousands of photographs on a wide range of themes, including many health images. For further information, see
http://www.kcl.ac.uk/library/info-management/guidance/celum.aspx.