

## Data Protection Roadshow – 2 May 2012

### Questions and Answers

- 1. If our department wants to carry out some archiving, are there any temp agencies with staff with specific skills in this area?**

Yes, there are specific agencies which can provide temps with these skills. Please contact the Information Management team for more information - <http://www.kcl.ac.uk/library/info-management/contact.aspx>. We can provide supervision for temporary staff, on request, and provide site visits to advise on archiving procedures.

- 2. In relation to Data Protection Act Principle 5 – personal information must not be kept for longer than is necessary – how do you know what information is necessary until you delete it and realise later than you needed it?**

Guidance on this can be found on the Information Management web pages. There is advice relating to what should be kept on a student file; email management and the College's Records and Data Retention Schedule which provides guidance on the length of time certain information should be retained: <http://www.kcl.ac.uk/library/info-management/guidance/guide.aspx>

Alternatively, contact the Information Management team for advice, email [records-management@kcl.ac.uk](mailto:records-management@kcl.ac.uk).

- 3. Is storing personal information in the Cloud safe? For example, using collaborative tools like DropBox and Gogledocs.**

No, Cloud storage is not safe for storing personal or sensitive personal data. The College has prepared a statement on the use of DropBox which can be found below. Information Management and IT Services are currently investigating other options which can be used and these will be published as soon as they have been agreed.

#### ***Statement on the use of Dropbox for College business***

***Following requests by members of staff to use Dropbox (a US-based online file sharing service) as a convenient method of sharing documentation, the 'Dropbox' Service has been reviewed by Information Technology Services (ITS) and the Legal Compliance team in the context of the College's policy framework and obligations under the Data Protection Act.***

***This review has identified a number of areas of significant concern, including:***

- the security of the Dropbox service in light of recent publicised security incidents;***
- compatibility of Dropbox with the Data Protection Act's requirements around the outsourcing of personal data and the transfer of personal data outside the EU;***
- the College's liability in the event of a data security incident, and the College's ability to recover damages; and***

- ***The fact that the service's terms and conditions are governed by US law and subject to US jurisdiction.***

***The outcome of this review is that for the present time, Dropbox should not be used by staff for information (including any personal data on identifiable individuals) for which the College is responsible. The College takes its responsibilities under the Data Protection Act seriously in light of its published undertaking to the Information Commissioner, and expects all staff to comply with the College's Data Protection Policy.***

***IT Services are exploring alternatives to Dropbox. The College's existing [File Transfer Service](#) remains available to staff as a secure method of remotely sharing large files of data.***

***For further information, contact the [IT Service Desk](#) or the [Legal Compliance team](#).***

4. **If you have to work from home and remote access in to the College's network; what do you use?**

You can use Global Desktop: <https://secure.anywhere.kcl.ac.uk/sgd/mydesktop/> or

Firepass VPN – you would need to log a ticket with the IT Service Desk at [itservicedesk@kcl.ac.uk](mailto:itservicedesk@kcl.ac.uk) or by calling x2430

5. **Will I find specific examples of documents in the College's Records and Data Retention Schedule?**

Yes, there are specific examples of various record types in the [Records and Data Retention Schedule](#) for example: exam scripts, programme and module timetables and student files. If the records you have are not listed, the Information Management team will be happy to advise you <http://www.kcl.ac.uk/library/info-management/contact.aspx>.