THE UNIVERSITY OF BRITISH COLUMBIA

Records Management Office
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Tel. 604.827.3952
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records.management@ubc.ca

Records Management Program - Okanagan
Library – Okanagan Campus
The Commons
3297 University Way
Kelowna, BC V1V 1V7
https://library.ok.ubc.ca/services/records-management-services/

MAINTAINING SECURITY OF RECORDS WHILE WORKING REMOTELY

At all times and in all settings, *University records must be kept secure* according to standards set by UBC Records Management Office, UBC Chief Information Officer's Office, and UBC Office of University Counsel.

What are my responsibilities?

- Read and understand UBC RMO's Guideline No. 4: *Security of Paper Records*.[1]
- Read and understand UBC CIO's *Information Security Standards*.[2]
- Read and understand UBC Office of University Counsel's *What is Personal Information?*[3]
- Ensure that, regardless of location, you are working on encrypted hardware (laptop, desktop, mobile device)

What are my options for accessing paper documents?

- **Best choice:** Leave paper documents in their normal, secure locations, and work on them in the office.
- **Good choice:** Take scans of paper documents and place them in a secure, networked location (like UBC OneDrive, TeamShare or K:/ Drive) so that you can access images remotely.
- **Acceptable choice:** Take scans of paper documents and place them on an encrypted mobile device (e.g. laptop) or encrypted removable media (e.g. thumb drive or external hard drive). **Storing most information on unencrypted devices is prohibited**.
- **Risky choice:** Take paper documents home to work on them. You may not do this unless you have written approval from a manager. Note that SINs, DOBs, personal banking details, student names and IDs, proprietary information, and departmental financial information are considered **high or very high risk information**. Paper documents containing such information should **never be taken home** and should always be kept in secure storage at UBC. [4]

Can I use a personal computer at home to access electronic records? You may only use your personal computer if it complies with UBC Information Security Standards. That means it must be encrypted and it must have anti-malware software installed.[5]

[1] https://recordsmanagement.ubc.ca/files/2014/09/security.pdf
[2] https://cio.ubc.ca/information-security/information-security-policy-standards-and-resources
[3] https://universitycounsel-2015.sites.olt.ubc.ca/files/2020/01/Fact-Sheet-What-is-Personal-Information.pdf?file=2017/05/Fact-Sheet-What-is-Personal-Information.pdf
[4] https://cio.ubc.ca/sites/cio.ubc.ca/files/documents/standards/Std%2001%20Security%20Classification%20of%20UBC%20Electronic%20Information.pdf
[5] https://privacymatters.ubc.ca/covid19_increased_security

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Can I use the Cloud to share electronic records? You may only share electronic records using a UBC-endorsed file sharing, collaboration, or messaging tool such as UBC's instance of OneDrive. Personal file sharing tools like DropBox or iCloud are prohibited.[6] See also: GUARD IT: Preventing a Privacy Breach.[7]

Can I use email to share electronic records? Electronic or scanned records containing high or very high risk information, or very large volumes of any type of personal information, cannot be sent by email unless the records are encrypted.[8] UBC-endorsed file sharing tools are a better option than email.

If I choose to scan records, what should I do?

- Scan the minimum amount needed to complete the task.
- Apply a naming convention to your scans
- Use approved scanning equipment in your office
- Save the scans to an appropriate, secure place in your departmental TeamShare or K:/ Drive. If there is no appropriate, secure place in the central shared drive, save it to your H:/ Drive.
- Delete the scan(s) promptly when you are finished the task '

[6] https://cio.ubc.ca/sites/cio.ubc.ca/files/documents/standards/Std%2003%20Transmission%20and%20Sharing%20of%20UBC%20Electronic%20Information.pdf
[7] https://privacymatters.ubc.ca/content/share-files-securely
[8] https://universitycounsel.ubc.ca/files/2015/05/Fact-Sheet-Privacy-of-Email-Systems.pdf