5/12/2023

KENT STATE UNIVERSITY

Data Handling Guide

Please use this information to help you determine the acceptable method(s) for handling university data. All data is different when referring to privacy and should be handled accordingly. Any questions in regard to data handling or privacy should be directed to **is-dm@kent.edu**.

Low

- "Non-personal" Academic Personnel Information
- Class standing *(first-year, sophomore, graduate, etc.)*
- Course catalog and majors
- Course listings and pre-requisites
- Current position title
- Date of hire
- Date(s) of Attendance
- Degrees, institutional honors and awards received at KSU
- Enrollment Status *(full-time, part-time, not enrolled)*
- Field of Study *(including college of enrollment, major, and campus)*
- Human subject de-identified data
- Last School Attended
- Name of staff or faculty
- Organizational unit assignment including office address and telephone number
- Participation in officially recognized activities and sports
- Public directory information
- Public websites
- Weight and height of members of athletic teams

Moderate

- Address *(local, permanent, kent.edu email)*
- Citizenship
- Confidential academic review records
- Home address – Staff and academic personnel records
- Home telephone number and home address
- Home telephone number – Staff and academic personnel records
- Identifiable staff personnel records not designated as "public information"
- Spouse or other relatives' names
- Student's name

If Student Requested Confidentiality:

- Class standing *(first-year, sophomore, graduate, etc.)*
- Date(s) of Attendance
- Degrees, institutional honors and awards received at KSU
- Enrollment Status *(full-time, part-time, not enrolled)*
- Field of Study *(including college of enrollment, major, and campus)*
- Last School Attended
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams

High

- FERPA-protected data (non-directory) – student records, grades, directory information that has been flagged as confidential, student IDs, student conduct etc.
- Personally Identifiable Information (PII*)
- Security configurations & logs
- User Access Credentials
- Human Subject Identifiable Research Data
- Banner ID

Critical

- Passport number
- Social security numbers

When related to PHI†:

- All geographical identifiers
- Dates (other than year) when directly related to an individual
- Phone numbers
- Fax numbers
- Email addresses
- Medical record numbers
- Health insurance beneficiary numbers
- Account numbers
- Certificate/license numbers
- Vehicle identifiers
- Device identifiers and serial numbers
- Web Uniform Resource Locators (URLs)
- Internet Protocol (IP) address numbers
- Biometric identifiers including finger, retinal and voice prints
- Full face photographic images and any comparable images
- Health insurance policy ID number

** **Personally Identifiable Information (PII)** – Any data that could potentially identify a specific individual. Any information that can be used to distinguish one person from another and can be used for de-anonymizing anonymous or re-identifying de-identified data can be considered PII.*

*† **Protected Health Information (PHI)** – In accordance with the Healthcare Information Portability Accountability Act (HIPAA) generally refers to demographic information, medical histories, test and laboratory results, mental health conditions, insurance information, and other data that a healthcare professional collects to identify an individual and determine appropriate care*

Payment Card Industry & General Data Protection Regulations

PCI – Under no circumstances should credit card information be stored in any university computer system or shouldn't be emailed/messaged. Credit card information approved to be entered in permitted sites should be masked.
Refer to ***https://www.kent.edu/it/credit-card-information-security*** for more details.

GDPR – Personal Data of data subject will be processed by Kent State University on lawful basis.
Refer to ***https://www.kent.edu/it/gdpr*** for more details.

Service Guidelines

Use the chart to determine which Kent State provided service is appropriate for the data you are handling.

Kent State Provided Service	Low	Moderate	High	Critical*
Adobe Acrobat Sign	✓	✓		
Canvas LMS	✓	✓	✓	
Email	✓	✓		
Google Apps	✓	✓	✓	
OneDrive for Business	✓	✓	✓	✓
Publicly Posted *(www.kent.edu)*	✓			
Qualtrics	✓	✓	✓	✓
Sharepoint & Teams	✓	✓	✓	✓

Consult with **IT before sharing critical data*

3 Things to Remember!

1. When working with data that falls into more than one classification, **ALWAYS** use the higher classification standard.
2. Use of University owned machines is preferred.
3. Follow the principle of **least privilege** and only share data that you are required to share, no more.

Service Descriptions

Adobe Acrobat Sign

AdobeSign with cloud storage is a digital signature software used as an alternative to paper-based forms. Digital signatures are legally binding in most countries, having the same legal status as a handwritten signature. Collect and store only **Low** and **Moderate** data when creating a custom form.

Canvas LMS

Canvas is a web-based learning management system, or LMS. It is used by Kent State University to access and manage online course learning materials and communicate about skill development and learning achievement. Canvas includes a variety of customizable course creation and management tools, course and user analytics and statistics, and internal communication tools. Canvas is safe to collect, store, and share **Low, Moderate,** and **High** data classifications including ***FERPA*** protected data.

Email

Outlook is the preferred email client used to send and receive emails. Outlook also provides contact, calendar and task management. It is safe to share low and moderate data. **Do NOT** send high or critical data via email.

Google Apps

Google Apps include Gmail, Drive, Forms, Sheets, and Slides. It is safe to collect, share, and store **Low, Moderate,** and **High** level data.

OneDrive for Business

OneDrive for Business is provided by Kent State to all students and full-time faculty and staff. It can be used to easily store, access, and share personal files in the cloud. All classification levels can safely be stored in OneDrive. For data collaboration and sharing, SharePoint and Teams is recommended.

Publicly Posted

Publicly posted refers to anything that is posted on a public Kent State webpage, or a physical posting in a publicly accessible place such as a flyer or poster. It is safe to collect, share and store **Low** level data.

Qualtrics

The Qualtrics survey tool is an easy-to-use web-based tool for creating and conducting online surveys. It is not intended for long-term data storage; use SharePoint if data needs to be stored long term. Qualtrics is safe to collect, store, and share **Low, Moderate, High,** and **Critical** data classifications.

SharePoint & Teams

SharePoint is a tool for creating web sites, publishing content, and storing files. Teams is a collaboration tool where you can chat with other people about a particular subject or task. Each team is connected to other tools that you can use to collaborate with others. SharePoint is deeply integrated into Teams; files that are stored in Teams are stored in SharePoint sites. It is safe to collect, share, and store **Low, Moderate, High,** and **Critical** level data.