

Managing my information: a handy toolkit

What do you want to do?

I want to ...		How we can help
CREATE INFORMATION SYSTEMS	Develop a new or better information system to help improve the service we provide and reduce duplication of effort	<p>We can help with specification and development of streamlined information systems so that they are fit for purpose, provide authentic and reliable records of actions and decisions and maintain the right level of security for the data they contain.</p> <p>For more information, see our Creating information checklist on our Creating and Managing information pages.</p>
CREATE INFORMATION SYSTEMS	Develop a new research project and manage my research data to meet funders' requirements and data protection standards	<p>We can help and advise on how records management can support research integrity, data management, security and retention</p> <p>For more information, see the University's Research Data Management web pages.</p>
CREATE INFORMATION	Conduct research involving vulnerable adults, young people or other projects involving sensitive personal data	<p>We can help with scoping out privacy risks and issues to support the ethical approval process</p> <p>When do I need to make an Equality and Privacy Impact Assessment? http://www1.hw.ac.uk/equality/EIA.htm</p> <p>Seeking informed consent of the people whose data will be collected</p> <p>How to use "privacy by design" principles when developing and managing information systems containing personal data.</p> <p>Managing personal data to reduce security risks</p> <p>How long to keep research data</p>
CREATE INFORMATION SYSTEMS	Create or improve an information system that contains personal data and other confidential information	<p>We can help with designing information systems to reduce and manage security risks</p> <p>When do I need to make an Equality and Privacy Impact Assessment? http://www1.hw.ac.uk/equality/EIA.htm</p> <p>How to use "privacy by design" principles when developing and managing information systems containing personal data.</p> <ul style="list-style-type: none"> Identify and mitigate data protection risks at an early stage of project and process design for all new or updated systems and processes that present privacy concerns and in managing upgrades or enhancements to systems used to process personal data

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		<ul style="list-style-type: none"> • Adopt data minimisation: to collect, disclose and retain the minimum personal data for the minimum time necessary for the purpose • Anonymise personal data wherever necessary and appropriate, for instance when using it for statistical purposes <p>Heriot-Watt University Data Protection Policy URL: http://www.hw.ac.uk/staff/policies-governance/procedures/information-records.htm</p>
MANAGE INFORMATION	Organise my electronic and paper records so that I can always find the right information and my colleagues know where to find it when I am not around to ask	<p>We can help with guidance on organising, filing, naming and version control of records so that the "single point of truth" can be readily identified and retrieved</p> <p>Find out more in the JISC Infonet guide: Managing information to make life easier: http://www.jiscinfonet.ac.uk/infokits/managing-information/</p>
MANAGE INFORMATION	Scan documents so that I don't have to keep paper copies	<p>We can help with advice on what is and isn't worth scanning, what measures to take if you want to rely on scanned records as legal evidence, how to organize scanned records so that they can be easily found and promptly deleted when no longer needed</p> <p>Find out more with our guidance on digital records</p>
MANAGE INFORMATION	Use and manage my emails without getting information overload	<p>Email has proven evidential value, both as a record of decisions and commitments (made on your own behalf and on behalf of the University) and as evidence in legal proceedings. Therefore, if email is the chosen mode of correspondence, the tone and content should be considered as carefully as when writing a formal letter</p> <p>Make sure that email is the right communication tool for the job: always consider whether your question or information could be communicated over the phone or face to face</p>

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		<p>Save important emails where they will be accessible to colleagues who have a business need to see them. Follow the University's records retention schedules to find out what information needs to be kept, for how long.</p> <p>Find out more in our Email Guidance: http://www.hw.ac.uk/documents/email-guidance.pdf</p>
MANAGE INFORMATION	Use the staff intranet to share information with colleagues	<p>Our Intranet Policy provides a helpful overview of how to use the staff intranet and who to ask for more advice and guidance.</p> <p>Staff can find out more in the Intranet SharePoint guides produced by our Web Team https://intranet.hw.ac.uk/ps/is/webteam/sharepoint/Document%20Library/Forms/AllItems.aspx</p>
MANAGE INFORMATION	Use the staff intranet to share information and collaborate with external researchers or other partners	<p>The Heriot-Watt SharePoint has been configured as a Staff Intranet but is increasingly being used for project collaboration with external users that are not Heriot-Watt staff. To find out How to request non-staff user access to a SharePoint site read the guidance on the Intranet or contact the Web Team:</p>
PROTECT INFORMATION	Take the right steps to protect personal and confidential information	<p>All members of the University community need to know What information needs to be protected and how to do it [link]</p> <p>The golden rules of data security can be found here- Keep data securely: https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/DataProtection/Pages/default.aspx For more help and advice contact us at foi@hw.ac.uk</p> <p>The following online training modules provide a good introduction to these key topics: Data Protection http://www.icre8.org.uk/org/Courses/lfhe/dpa/ Freedom of Information http://www.icre8.org.uk/org/Courses/lfhe/foisa/ Information Management http://www.icre8.org.uk/org/Courses/lfhe/im/</p> <p>The Heritage and Information Governance team can also tailor training to the needs of particular users.</p>

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PROTECT INFORMATION	Understand the rules that apply to use of University IT systems	The University's IT and communications facilities are provided to support University education, research, and business and community engagement. The University IT and Communications Facilities Acceptable Use Policy http://www.hw.ac.uk/documents/it-communications-facilities-acceptable-use.pdf sets out the conditions of use that apply to everyone who has access to University IT systems, computing and communication facilities or any other IT and communications facilities provided for University use.
PROTECT INFORMATION	Protect information and records that are vital for my work	<p>Together with colleagues in Risk and Audit Management and Information Services and School IT managers we can help you to</p> <ul style="list-style-type: none"> • identify the information systems and records that are essential for your work, • assess and manage the risks to these systems • make a business continuity plan <p>So that if the worst should happen, you will have help to recover your systems and records and get back up and running again</p> <p>Find more from the Risk Management team here: https://intranet.hw.ac.uk/ps/gls/ram/RM/Pages/default.aspx</p>
PROTECT INFORMATION	Induct new colleagues in aspects of information management and security relevant to their work	<p>The Induction Checklist contains a section on information governance and security which is a good starting point for managers. https://intranet.hw.ac.uk/ps/hrd/od/Document%20Library/Induction%20Documents/Induction%20Checklist%202014.pdf</p> <p>Anyone whose work for the University (paid or unpaid) involves access to personal data or other confidential information, needs to complete basic training in data protection. This applies to employees, casual workers, temps, visiting scholars, volunteers, students, contractors and governors.</p> <p>Links to online training can be found here: Data Protection http://www.icre8.org.uk/org/Courses/lfhe/dpa/ Freedom of Information http://www.icre8.org.uk/org/Courses/lfhe/foisa/</p>

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		<p>Information Management http://www.icre8.org.uk/org/Courses/lfhe/im/</p> <p>The Heritage and Information Governance team can also tailor training to the needs of particular users.</p>
PROTECT INFORMATION	Manage the handover of information and assets when someone leaves the University	<p>The Leaver Management checklist for Information Governance and Security http://www1.hw.ac.uk/archive/docs/ism-leaver-management-checklist.pdf is a simple “to do” list for managers. It covers handover and transfer of information and records, so that vital information isn’t lost when someone leaves, the return of keys, IT equipment and other property, the closure of user accounts and other information security considerations.</p>
PROTECT INFORMATION	Work with an external supplier, contractor, agent or partner to provide a service for the University which involves seeing and using personal data	<p>Contact Heritage and Information Governance for help to assess the potential information security risks at the earliest stage and agree what needs to be done to mitigate these risks so that the data can be shared securely.</p> <p>All organisations and people (other than University staff and temps) whose work for the University gives them access to University personal data need to sign up to the University Data Processor Agreement.</p> <p>Find out more in our Data Processor Policy: http://www1.hw.ac.uk/archive/docs/personal-data-approval-policy.pdf</p>
PROTECT INFORMATION	Install CCTV to protect my laboratory/building/car park...	<p>Closed Circuit Television (CCTV) systems can capture images of identifiable people so their use must comply with the Data Protection Act. The University is legally responsible for all CCTV systems managed by Schools and professional services and has developed procedures for the use of CCTV to create a safer environment for staff, students and visitors while respecting individual rights to privacy.</p> <p>The Head of Heritage and Information Governance and the Head of Health, Safety and Security Services will be glad to advise on using CCTV.</p> <p>Find out more in our CCTV procedures http://www.hw.ac.uk/documents/cctv-procedures.pdf</p>

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PROTECT INFORMATION	Use images and recordings of people for learning, teaching or promotional purposes	<p>In most cases, we need to get individuals' free and informed consent to publish identifiable images or recordings of them e.g. on our website, on Flickr or in a prospectus.</p> <p>Find out more in our Procedures for obtaining informed consent for recordings and images of people http://www.hw.ac.uk/documents/data-protection-obtaining-consent.pdf</p>
PROTECT INFORMATION	Respond to a request for information about a current or former student or colleague from an employer, sponsor, family member...	<p>Under most circumstances, we must obtain the written consent of individuals before disclosing their personal data to third parties.</p> <p>Find out more in our Procedures for responding to requests for personal data http://www.hw.ac.uk/documents/data-protection-responding-to-requests.pdf</p>
PROTECT INFORMATION	Respond to a request for information about a current or former student or colleague from the Police, Home Office or another government body that claims a legal right to ask for this information.	<p>Pass this request straight away to one of the Responsible Officers who are trained and authorized to consider these requests. The list is on page 15 of our Procedures for Police liaison at the Edinburgh Campus To supporthttp://www.hw.ac.uk/documents/police-liaison-procedures-edinburgh.pdf</p> <p>You can also find out more in our Procedures for responding to requests for personal data http://www.hw.ac.uk/documents/data-protection-responding-to-requests.pdf</p>
PROVIDE INFORMATION	Respond to a request from a current or former student, colleague or applicant for their own personal data	<p>Everyone has the right to find out what personal data the University holds about them, why, who has access to the data and to check that the information is accurate and fair. All requests for personal data must be in writing. If the person making the request for their own information (the data subject) is not known to the person receiving it, the data subject must provide proof of their identity in the form of their student or staff ID card, a birth certificate, passport or driving licence. The University normally charges a £10 fee for handling a request for one's own personal data</p> <p>Requests from current or former students should be directed to: Academic Registry, Student Service Centre or the relevant School.</p> <p>Requests from current or former staff should be directed to:</p>

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		<p>Human Resources Development</p> <p>Heritage and Information Governance are always happy to advise on how to respond to requests for personal data.</p> <p>Find out more in our Procedures for responding to requests for personal data http://www.hw.ac.uk/documents/data-protection-responding-to-requests.pdf</p>
SEEK INFORMATION	Find out what personal data the University is holding about me	<p>Everyone has the right to find out what personal data the University holds about them, why, who has access to the data and to check that the information is accurate and fair. All requests for personal data must be in writing. If the person you are asking for information does not know you personally, please provide proof of your identity so that we can be sure that we are disclosing your information to the right person. We accept the following proofs of identity: your student or staff ID card, a birth certificate, passport or driving licence. The University normally charges a £10 fee for handling a request for one's own personal data</p> <p>Requests from current or former students should be directed to: Academic Registry, Student Service Centre or the relevant School.</p> <p>Requests from current or former staff should be directed to: Human Resources Development</p> <p>Heritage and Information Governance are always happy to advise on how to make requests for personal data.</p> <p>Find out more in our Procedures for responding to requests for personal data http://www.hw.ac.uk/documents/data-protection-responding-to-requests.pdf</p>

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SEEK INFORMATION	Find out what information the University publishes about....	Under the Freedom of Information (Scotland) Act, 2002, (FOI) and the Environmental Information (Scotland) Regulations 2004 (EIRs) we must publish a wide range of information about the University: University Guide to Information http://www.hw.ac.uk/about/policies/foi/publication-schemes.htm
SEEK INFORMATION	Find out what information the University holds about....	<p>First check the University Guide to Information http://www.hw.ac.uk/about/policies/foi/publication-schemes.htm to see if the information you want is already published online.</p> <p>If you can't find the information email foi@hw.ac.uk explaining what information you are seeking. If you would like advice or help you can also email us at this address or telephone + 44 (0) 131 452 3274/3218</p> <p>You can also request information by writing to Freedom of Information and Data Protection, Heritage and Information Governance, Heriot-Watt University, Edinburgh EH14 4AS</p>
SEEK INFORMATION	Find out what's in the University Museum and Archive collections and how to use them	<p>Our Collections Development Policy http://www.hw.ac.uk/documents/collections-development-policy.pdf and online collections database http://www.calmview.eu/Watt/CalmView/Default.aspx are a good way to explore our collections and find out how to access them.</p> <p>Everyone is welcome to visit our Museum and Archive at the Edinburgh Campus and the Textile Collection at the Scottish Borders Campus. We are also happy to give talks and guided walks on heritage themes. Please contact us to discuss how you can use our collections in learning, teaching, research, public engagement, with schools, in marketing and promotion and community activities.</p>
PROVIDE INFORMATION	Respond to a request from a current or former student, colleague or applicant or anyone else for information about the University	<p>All information that we create or receive in the course of our work, including emails, is potentially open to disclosure under Freedom of Information (Scotland) Act, 2002, (FOI) and the Environmental Information (Scotland) Regulations 2004 (EIRs) Data Protection law or legal proceedings.</p> <p>Under FOI:</p> <ul style="list-style-type: none"> • Anyone, anywhere in the world can ask for information held by Heriot-Watt University.

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		<ul style="list-style-type: none"> • This right of access applies to all information, in all formats, of any age, held by, or on behalf of University Schools, Institutes, professional services and wholly owned companies • People asking for information don't have to mention FOI • People don't have to tell us why they want the information <p>If you receive a request for information that you would not normally disclose to the public in the normal line of business, or from someone does not have a business need to see it, please refer the request promptly to foi@hw.ac.uk for action.</p> <p>The FOI team will consult you before disclosing the information and where appropriate apply exemptions available under FOI to protect information that is genuinely confidential.</p> <p>Find out more on our FOI pages: http://www.hw.ac.uk/about/policies/foi.htm</p>
REPORT A BREACH OF INFORMATION SECURITY	Know what to do if I lose a laptop/personal device which has research data or other University information on it	<p>Don't panic. Report it straight away to IT Help + 44 (0) 131 451 4045 or email ITHelp@hw.ac.uk</p> <p>To report breaches of physical security, stolen, lost and found IT and communications equipment and portable devices, contact the Duty Security Supervisor in the Security Control Room at the Edinburgh campus by one of the following methods:</p> <ul style="list-style-type: none"> • Telephone +44 (0) 131 451 3500 • Telephone from University phones on the Edinburgh campus: Extensions 3500 or 2222(emergency number) • Use red telephones in the shared/public areas at the Edinburgh campus to connect directly to Security Control Room <p>Out of hours: ALL information security incidents Contact the Duty Security Supervisor in the Security Control Room at the Edinburgh campus.</p> <p>Find out more in our Information Security Incident Management Procedures http://www.hw.ac.uk/documents/information-security-incident-management-procedures.pdf</p>

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REPORT A BREACH OF INFORMATION SECURITY	Know what to do if any personal data or other confidential information has been lost, stolen or accidentally disclosed to the wrong people	<p>Don't panic. Report it straight away to IT Help + 44 (0) 131 451 4045 or email ITHelp@hw.ac.uk</p> <p>IT Help will put you in touch with the Head of Heritage and Information Governance to help resolve the incident</p> <p>Find out more in our Information Security Incident Management Procedures http://www.hw.ac.uk/documents/information-security-incident-management-procedures.pdf</p>
REPORT A BREACH OF INFORMATION SECURITY	Know what to do if I have accidentally downloaded a computer virus or clicked on a phishing email	<p>Don't panic. Report it straight away to IT Help + 44 (0) 131 451 4045 or email ITHelp@hw.ac.uk</p> <p>Find out more in our Information Security Incident Management Procedures http://www.hw.ac.uk/documents/information-security-incident-management-procedures.pdf</p>
HOW LONG TO KEEP INFORMATION	Know what records and information I need to keep and for how long	<p>There are University records retention and destruction policies for all activities and services, from learning and teaching to payroll and pensions, so that we keep information only as long as needed.</p> <p>These Retention Schedules have been developed from Joint Information Systems Committee (JISC) projects on records management, and provide either the legal requirement or "best practice" advice on how long you need to keep different types of records, and what should happen to them afterwards.</p> <p>Find out more in our Information Governance and Records Management Policy http://www.hw.ac.uk/documents/information-governance-records-management-policy.pdf</p> <p>Our records retention policies https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/RetentionSchedules/Pages/default.aspx</p> <p>Students are the heart of the University. Records and personal data about our applicants, current and former students sit in so many information systems within and beyond the University that a specialist Student Records Management Policy has been developed http://www1.hw.ac.uk/registry/resources/studentrecordsmanagement.pdf</p>

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		The policy is supported by detailed records retention schedules for every stage in the student lifecycle here:
HOW LONG TO KEEP INFORMATION	Find out what to do with electronic and paper files and records I have inherited from someone else or I am not sure need to be kept	<p>We are always glad to provide help and advice to guide you on</p> <ul style="list-style-type: none"> • what to keep that is still relevant to your current work • what can be shredded or deleted • what can be sent to our central records stores for safekeeping until it's no longer needed • what should go into the Archive to add to the University's recorded memory <p>Our records retention policies are here: http://www.hw.ac.uk/services/heritage-information-governance/manage/what-to-keep.htm and also here for internal users https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/RetentionSchedules/Pages/default.aspx</p>
DESTROY INFORMATION	Securely destroy confidential information that is no longer needed	<p>Electronic information: delete records and ask Information Services or your IT Manager to arrange for confidential destruction of hard drives and portable devices when you no longer have need for them.</p> <p>Paper records: destroy these in a cross-cut shredder or use University confidential waste service: contact us or Procurement Services for details of approved contractors.</p>
DISPOSE OF INFORMATION	Send paper or electronic records to central storage to	<p>We operate a University records centre and have a records storage contract with an external provider to provide cost effective and secure storage for records that need to be kept for a limited time and confidential destruction. This means that we always have the capacity to store important records and you can make the most effective use of limited space in your School or Service. Guidance and procedures for transferring records into our records centre and using the external service are here: https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/RecordsManagement/Pages/default.aspx</p> <p>If you have electronic records for central storage please contact us for advice and help.</p>

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RETRIEVE INFORMATION	Get back records I have sent into central storage	Guidance on how to request records can be found here: https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/RecordsManagement/Pages/default.aspx
PRESERVE INFORMATION	Find out what records should go into the University Archive for permanent preservation in the	<p>The Heriot-Watt University Museum and Archive Collections are our corporate memory. Our collections record the University's unique heritage from its ground-breaking origins in 1821 as the Edinburgh School of Art, the world's first Mechanics Institute, and continue to develop to reflect our current achievements and future plans.</p> <p>We develop our collections to support and document learning, teaching and research, enhance and reflect the student experience, celebrate the achievements and diversity of the University community and promote University values. We make our collections accessible for everyone to enjoy. We preserve and hold in trust our Collections for current and future generations, to advance knowledge, culture, science, education and heritage for the widest public benefit.</p> <p>Our Collections Development Policy describes our main collections of archives, in all formats and media, objects and works of art and our priorities for future collecting http://www.hw.ac.uk/documents/collections-development-policy.pdf</p> <p>Our records retention schedules set out in more detail what records to transfer to the University Archive to add to the collections.</p> <p>Almost all of the records we create and receive are born digital. By following our digital preservation policy and procedures you can help ensure our electronic archives will be as accessible to people in 10, 50 or 100 years' time as they are today.</p> <p>Please contact us to find out more about you can help to enrich the University's store of memory and how you can use the collections.</p>

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