**For Staff Members:**

The University’s guidance on privacy can be found at: <https://uwaterloo.ca/privacy>.

The University’s records management system WatCLASS can be found at: <https://uwaterloo.ca/records-management/records-classification-and-retention-schedule/introduction-university-waterloo-classification>

The University’s records retention schedules can be found at: <https://uwaterloo.ca/records-management/records-classification-and-retention-schedule/records-retention-schedules>

Retention schedules of interest to Staff members with regards to student information are found under **Student Management**: <https://uwaterloo.ca/records-management/records-classification-and-retention-schedules/student-management>; **and Teaching and Learning:** <https://uwaterloo.ca/records-management/records-classification-and-retention-schedules/teaching-and-learning>

Policy for records storage and disposal for both hard copy and electronic files can be found at: <https://uwaterloo.ca/secretariat/guidelines/guidelines-managing-student-information-faculties-academic>

<https://uwaterloo.ca/information-systems-technology/about/policies-standards-and-guidelines/security/disposing-specific-electronic-media>

Staff members, *must use* their assigned University of Waterloo email when:

* Communicating with a student
* Communicating with any University of Waterloo employee pertaining to a student

If a staff member receives an email from a student’s personal email address the Staff member must reply to the email instructing the student to resend the email from their University of Waterloo account.

*For help with privacy protection issues and questions, the University Privacy Officer is*: Kathy Winter, [fippa@uwaterloo.ca](mailto:fippa@uwaterloo.ca), ext 36101.

*For help with records management issues and questions, the University Records Manager is*: Chris Halonen, [chris.halonen@uwaterloo.ca](mailto:chris.halonen@uwaterloo.ca), ext. 38284.

*Additional steps to ensure a student’s privacy is protected:*

**Do**

1. Keep any record with personal student information in a secure location.  Hard copies with sensitive information, including student academic records, should be kept in a locked cabinet; electronic copies of sensitive records should be stored in password protected drives, folders or files.
2. Use the University’s confidential shredding program to manage the disposal of sensitive items.  Each Department / School may have its own policy, see your contact person below for more information.  University policy can be found here: <https://uwaterloo.ca/central-stores/confidential-shredding>
3. Follow university procedure for tracking the destruction of both electronic and print documents that contain personal information; <https://uwaterloo.ca/records-management/records-destruction-form-instructions>
4. Create records with the expectation that they may become available under a freedom of information request.
5. If you suspect there may have been an information security breach (a circumvention of information security controls, unauthorized use of information or unintended exposure of information) please consult the following resource for appropriate action: <https://uwaterloo.ca/secretariat/information-security-breach-response-procedure>

**Do Not:**

1. Store sensitive records longer than required.
2. Provide a student’s information to another external person unless you have written permission to do so.
3. Leave any records, etc., in a public area. All material containing names, student IDs, email, grades, etc., are to be kept in a secured location.
4. Discuss student information with parents, counsellors external to Waterloo, etc., without the student’s written permission to do so. Student’s permission should detail the following information:

* Name of and relationship of the person that consent is being given for, i.e., Debbie Jones, Mother or Debbie Jones, Psychiatrist, etc.
* Start and end date for release of consent, i.e., between May 1 and Dec 1, 2015
* What can be disclosed, i.e., health and all pertinent academic information.

Permission must be received in person and be signed and dated or through the student’s University of Waterloo email account.

1. Discuss or disclose any student information with another University of Waterloo staff/faculty member unless it is on a need to know basis and the transfer of information is required for the execution of University duties.
2. Access any student record without a legitimate reason to do so.
3. When meeting with a student unknown to you ask them to identify themselves by giving their student ID number. If the student cannot recall their Waterloo student ID number ask to see their Watcard or another piece of picture identification. When speaking with a student over the phone you should ask questions based on the student’s Quest account to ensure you are speaking with the student.