
University College Cork

Access to Student Account

Version 1



Procedure Relating to Access by or Disclosure to a Third Party of Information in a Student's Files or Email Account

Document Location

<http://www.ucc.ie/en/it-policies/procedures>

Revision History

Date of this revision: 31/12/2012	Date of next revision:
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Revision Number	Revision Date	Summary of Changes	Changes marked
1	7/05/13	Approved	

Approval

This document requires the following approvals:

Name	Title	Date

This procedure will be reviewed on a periodic basis

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Purpose

Procedure Relating to Access by or Disclosure to a Third Party of Information in a Student's Files or Email Account

Definition

While the College retains the right to monitor, read or disclose the information in a student's files or email account without the student's consent, the need to do so should arise only in exceptional circumstances such as:

- where there is reasonable evidence that there is or has been a violation of the Acceptable Use Policy.
- when required to do so by law

Any request to IT Services to disclose, or to provide access for a third party to information in a student's files or email account etc. must be in accordance with the following procedure:

1. The request must be authorised in writing by the Registrar or the Academic Secretary. The request must indicate the reason for access/disclosure.
2. The person authorising the access will nominate one or more individuals to be provided with access. Alternatively, the Director will nominate two members of IT Services staff to extract the necessary information both of whom will be present at all times when the information is being accessed. They will disclose the information directly to the individual making the request and to no one else.
3. Only the minimum information required to satisfy the request should be accessed.
4. In an emergency situation where it is not possible to get the necessary authorisation within the time available, approval should be sought by the person requesting access/disclosure as soon as possible thereafter. IT Services staff who respond to the request in this case must provide a report for the Director stating the reason for the request, the name of the person who made the request and the name of the user whose information was to be accessed.

Notwithstanding the above, disclosure in all cases will be in accordance with legal requirements.

Approved by the I.T. Policy Committee - 7th May 2004