Data Handling Guide

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.

Service Guidelines

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

<table>
<thead>
<tr>
<th>Kent State Provided Service</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Critical*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Acrobat Sign</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
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</tr>
<tr>
<td>Canvas LMS</td>
<td>✔️</td>
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<tr>
<td>Email</td>
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<tr>
<td>Google Apps</td>
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<td>OneDrive for Business</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Publicly Posted (<a href="http://www.kent.edu">www.kent.edu</a>)</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Qualtrics</td>
<td>✔️</td>
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<tr>
<td>SharePoint &amp; Teams</td>
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<td>✔️</td>
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</table>

*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 PII 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.

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.

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/mailed. 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.