

Rules of procedure for the processing of information in systems and services

This is a translation of a Swedish document and has no legal force.

Aim of the rules of procedure

- Provide information about the systems and services that Karlstad University has.
- Clarify what type of information that can be processed in each system and service.

Important to keep in mind:

- **Only use the services with which Karlstad University has an agreement**
- **All services do not have the same level of security**
 - Use the right service for the type of data that you are going to process.

Definitions:

- Fully open: Information that does not need to be protected and can be spread freely. Marketing material, information about your activities, etc.
- Non-sensitive data: Names, date of birth, contact details for work and students, etc.
- Privacy-sensitive data: Social security number, credit card information, information from performance appraisals, salary information, etc.
- Sensitive personal data: Data disclosing racial¹ or ethnic origin, political opinions, religious or philosophical beliefs, trade union affiliation and the processing of genetic data, biometric data to unequivocally identify a physical person, data concerning health, a physical person's sexuality or sexual preference. This level of security also includes information on violations of the law.
- Confidential information: Information classified as confidential in accordance with the Public Access to Information and Secrecy Act (OSL), for example, medical data, information held by the student health services, security information relating to premises and IT systems, etc. For more information, refer to <https://inslaget.kau.se/en/support-service/legal-counseling/public-access-information-and-secrecy>

Support

For system support, click on the link under "Link to more information about the system or service". If you cannot find the information you are looking, please contact IT Services (extension 2525, email 2525@kau.se).

Contact IT Services for additional data security measures to enable use of systems and services with lower security than what is required for the type of data that you want to process.

¹ The GDPR uses the word race, but it also states that it does not mean that the EU accepts theories that there would be different human races.

Decision No.	FB 28/19	Diary No.	C2019/1022	Substitutes decision	-
Decision valid from	2019-12-16	Decision valid to	until further notice	Officer	Niklas Nikitin

Name of system or service	Fully open	Non-sensitive data	Privacy-sensitive data	Sensitive personal data	Confidential information	Comment	Link to more information about the system or service
Communication services							
Emails between colleagues at Kau	Yes	Yes	Yes	No (see comment)	No	You can, however, send information about, e.g., food allergies or sick leave, not medical diagnoses.	https://inslaget.kau.se/en/support-service/it-support/e-mail
Emails to students' Kau address @student.kau.se	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/support-service/it-support/e-mail
Emails to external recipients including students	Yes	Yes	No	No	No	If large amounts of personal data are to be transferred (e.g. a list of all employees' email addresses), the information needs to be encrypted (see below).	https://inslaget.kau.se/en/support-service/it-support/e-mail
Email to external recipients incl. students where the information is adequately encrypted	Yes	Yes	Yes	No	No	The password to the encrypted file must be transmitted on a channel other than email.	https://inslaget.kau.se/en/support-service/it-support/it-security/send-email-encrypted-file
Mina meddelanden	Yes	Yes	Yes	Yes	Yes	My Messages is an add-on to Outlook for PC, where messages can be sent to people with a digital mailbox (eg Kivra).	See administrative decision FB 6/20, dnr C2019/969
SMS from a Kau work mobile phone	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/support-service/it-support/telephony

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RT issue-tracking system	Yes	Yes	No (see comment)	No	No	Regarding emails to/from RT, see instructions for emails above. Privacy-sensitive data may be sent via the comments feature in RT if everyone who has access to the information in RT needs access to the data in their work.	https://inslaget.kau.se/en/tools/rt
Slack	Yes	Yes	No	No	No		
Star Leaf Cloud, video conferences in teaching and for administrative purposes	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be processed if everyone who has access to the information in Star Leaf Cloud needs to have access to the data in their work.	
Storage and file sharing services							
Sunet Drive	Yes	Yes	Yes	Yes	Yes		https://inslaget.kau.se/en/tools/sunet-drive
Box	Yes	Yes	No	No	No		https://inslaget.kau.se/en/tools/box
Personal home directory (formerly <i>My Documents</i> on a centrally managed PC Kau computer) on a centrally managed server	Yes	Yes	Yes	Yes	Yes		

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Shared folder for units and departments (Z directory on a centrally managed PC Kau computer) on a centrally managed server	Yes	Yes	Yes	No (see comment)	No (see comment)	In special circumstances, sensitive personal data and/or confidential information may be processed if everyone at the department needs access to the data in their work.	
Shared folder for units and departments (Z directory on a centrally managed PC Kau computer) on a centrally managed server. For a well-defined group, e.g. specific research group within a research project	Yes	Yes	Yes	Yes	Yes		
The hard disk of a centrally managed Kau computer (Mac or PC)	Yes	Yes	Yes	Yes	Yes	For PCs, no backups are normally taken of the local hard drive. For Mac, after MacBackup is properly set up, some folders are backed up.	https://inslaget.kau.se/en/tools/macbackup
The hard disk of a non-centrally managed Kau computer (Mac or PC)	Yes	Yes	Yes	No (see comment)	No (see comment)	Security can be certified by IT Services for the processing of sensitive personal data and confidential information.	
In a virtual computer on a	Yes	Yes	Yes	No (see comment)	No (see comment)	Security can be certified by IT Services for the processing of	

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centrally or non-centrally managed Kau computer						sensitive personal data and confidential information.	
On a standard USB flash drive/hard drive	Yes	Yes	Yes	No	No	The USB device must be handled in such a way that information cannot be accessed by an unauthorised person.	
On an encrypted USB flash drive/hard drive after consulting IT Services	Yes	Yes	Yes	Yes	Yes		
On a security USB flash drive purchased and configured by IT Services	Yes	Yes	Yes	Yes	Yes		
On a Kau work mobile phone and/or work tablet with internet connection	Yes	Yes	Yes	No	No	Provided that the mobile phone has adequate security measures (e.g. updated OS and apps, PIN code and that no information is synchronised with cloud services with which Kau does not have an agreement).	https://inslaget.kau.se/en/support-service/it-support/telephony
Work tablet without internet connection	Yes	Yes	Yes	Yes	Yes	Following that security has been certified by IT Services.	
Private devices (computers,	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be	

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mobile phones, tablets, etc.), both storage and processing						processed in private devices provided they have adequate security measures in the form of e.g. secure passwords, antivirus software, firewall and storage device encryption, and that the operating system and software used have been updated with necessary security updates.	
Digital voice recorder without internet connection	Yes	Yes	Yes	Yes	Yes	The voice recorder shall be handled in such a way that information cannot be accessed by an unauthorised person (e.g. by using a PIN code and encryption).	
Adobe Document Cloud	Yes	Yes	No	No	No	The service has no backup in the event of data loss.	
Learning platforms							
Canvas	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be processed if everyone who has access to Canvas needs to have access to the data in their work.	https://inslaget.kau.se/en/tools/canvas
Zoom	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be processed if everyone who has access to Zoom needs to have access to the data in their work.	https://inslaget.kau.se/en/tools/zoom

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Zoom with E2EE and supplementary security routines	Yes	Yes	Yes	Yes	Yes	When processing sensitive personal data or confidential information, everyone who participates in the meeting must have a need for the information in their work.	https://inslaget.kau.se/en/tools/zoom
Kauplay	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be processed if everyone who has access to Kauplay needs to have access to the data in their work.	https://inslaget.kau.se/en/tools/kauplay
Screencast-O-Matic	Yes	Yes	No	No	No		https://inslaget.kau.se/en/tools/screencast-o-matic
Research support systems							
Survey & Report (aka. Sunet Survey)	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/verktyg/survey-report
Survey & Report with multi-factor authentication enabled	Yes	Yes	Yes	Yes	Yes		https://inslaget.kau.se/en/verktyg/survey-report
Mentimeter	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be processed if everyone who has access to the Mentimeter result needs to have access to the data in their work.	https://inslaget.kau.se/en/tools/mentimeter

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DiVA (digital research archive)	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/tools/diva/teknikvetenskap/institutioner/institutionen-matematik-och-7
Prisma	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/tools/prisma
Collaboration platform							
Padlet	Yes	Yes	No (see comment)	No	No	Privacy-sensitive personal data may be processed in exceptional cases if everyone who has access to the Padlet results needs to have access to the data in their work	https://inslaget.kau.se/en/tools/padlet
OpenProject	Yes	Yes	No	No	No		https://inslaget.kau.se/en/tools/openproject
The web							
Individual information that requires login to access (e.g. My page for students)	Yes	Yes	Yes	No (see comment)	No	It is, however, possible to book an adapted exam for students who have been granted special educational support.	

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Information published on internal websites for staff only (e.g. inslaget.kau.se)	Yes	Yes	No	No	No	Only publish personal data that are necessary.	
Information that is published on Kau's external websites (e.g. www.kau.se) and publicly accessible	Yes	No (see comment)	No	No	No	Only publish personal data that are necessary.	
Information that is published on external websites outside of Kau and publicly accessible	Yes	No (see comment)	No	No	No	Only publish personal data that are necessary.	
Sola	Yes	No (see comment)	No	No	No	Only publish personal data that are necessary.	https://inslaget.kau.se/en/tools/sola
Central administrative support systems							
Startsys	Yes	Yes	No	No	No	Used to establish, allocate roles and responsibilities and follow up on measures in organisational planning and risk analysis.	https://inslaget.kau.se/en/tools/startsys

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2c8	Yes	Yes	No	No	No	Used to create and maintain visual descriptions of processes.	
Netpublicator (Used to distribute documents for the university's decision meetings)	Yes	Yes	No (see comment)	No	No	In special circumstances, privacy-sensitive data may be processed if everyone who has access to the information in Netpublicator needs to have access to the data in their work.	https://inslaget.kau.se/en/tools/netpublicator
Primula	Yes	Yes	Yes	No (see comment)	No	Sick leave (not medical diagnoses) can be managed in Primula.	https://inslaget.kau.se/en/tools/primula
TimeEdit, resource management and scheduling system	Yes	Yes	No	No	No		https://inslaget.kau.se/en/tools/timeedit
eduSign	Yes	Yes	Yes	Yes	Yes	Signed documents must be saved in systems with adequate security. Documents sent via eduSign may only contain harmless information.	https://inslaget.kau.se/en/tools/edusign
Printing and scanning							
Kauprint, printouts via the web or client on the computer	Yes	Yes	Yes	Yes	No		https://inslaget.kau.se/en/support-service/it-support/printers
Kauprint, printouts via email from an	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/support-service/it-support/printers

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@ kau.se or @ mhi.kau.se address							
Kauprint, printouts via an external email address	Yes	Yes	No	No	No		https://inslaget.kau.se/en/support-service/it-support/printers
Kauprint, scanned copies to email for recipients with an one@kau.se or @mhi.kau.se address	Yes	Yes	Yes	No (see comment)	No	See comment above for <i>Emails between colleagues at Kau</i>	https://inslaget.kau.se/en/support-service/it-support/printers
Kauprint, scanned copies to an external email address (incl. students)	Yes	Yes	No	No	No		https://inslaget.kau.se/en/support-service/it-support/printers
Kauprint, scanned copies to USB flash drive	Yes	Yes	Yes	No	No		https://inslaget.kau.se/en/support-service/it-support/printers
Printer and/or scanner without permanent storage that is directly connected to a computer	Yes	Yes	Yes	Yes	Yes	Following that the University Printing Office has been consulted before a printer and/or scanner is purchased.	https://inslaget.kau.se/en/support-service/it-support/printers