

MANAGING COLLEGE INFORMATION WHEN WORKING REMOTELY PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Operations
Parent Policy:	Records and Information Management Policy
Approval Date:	March 12, 2020
Effective Date:	March 12, 2020
Procedure Owner:	Vice President, People
Procedure Administrator:	Manager, Compliance

Overview:

The purpose of this procedure is to set out how NorQuest College (college) employees are to manage college information, whether in paper or electronic format, when working away from the college.

Authority to establish this procedure is derived from the [NorQuest College Board of Governor's Policy No.5](#), which delegates authority to the President to establish policies and procedures for the College's management and operation.

Procedures:

In the course of performing their duties, college employees may be required to work away from college premises. This may include:

- transporting records, paper or electronic, by car, bus, airplane,
- working from home,
- attending to college business at other institutions, or remote locations such as hotels, restaurants, conferences, and
- using portable devices like laptops, USB sticks, tablets, etc.

Removing Records from the College

- Employees should only remove official records from the college when it is absolutely necessary for the purpose of carrying out their job duties. If possible only copies should be removed, with the originals left at the college. Copies should be discarded after the use has concluded.
- A sign out sheet that includes the employee's name, a description of the record and the date of removal should be utilized whenever possible within the department.

Paper Records

- When paper records are removed from the college, they should be securely packaged in folders, carried in a locked briefcase or sealed box, and kept under the constant control employee's while in transit.
- When traveling by car, paper records should always be locked in the trunk.
- If the paper records contain protected, confidential, or restricted information they should not be opened or reviewed while travelling on public transportation.
- When working at home records should be secured with safeguards appropriate to their level of sensitivity.
- When working at other locations outside the college, paper records should be kept under the constant control of the employee, including during meals and other breaks. If this is not possible the

records should be temporarily stored in a secured location, such as a locked room or desk drawer.

Electronic Records

- Electronic records should be protected in transit and at rest, and stored using a password protected and encrypted portable memory device or on an encrypted and password protected computing device.
- The portable memory or computing device should be kept under the constant control of the employee while in transit.
- When working from home the portable memory or computing device should be locked in a filing cabinet or desk drawer when not being used.
- When working at other locations outside of college premises, a portable memory or computing device should be kept under the constant control of the employee, including during meals and other breaks. If this is not possible, they should be temporarily stored in a secure location such as a locked room or desk drawer.
- Transitory electronic records should be moved into college repositories when they are finalized and become official.

Working Remotely

- When working with college information from home or remotely, take care to make sure you are the only person able to access the records by:
 - Logging off or shutting down your computer when not using it,
 - Setting the automatic logoff to run after a short period of time,
 - Not storing college records on your personal computer,
 - Avoiding sending confidential or restricted information by email or fax,
 - Avoid discussing confidential personal information where others may overhear, you including when you are using a cell phone,
 - When using your own device for work purposes, make sure you understand and follow the college's Remote Access Policy, including using the web based VPN available at sso.norquest.ca.

Reporting Requirements

- The loss or theft of college records and/or property should be reported immediately to the Compliance Office.
- If college records or property was lost through a theft contact NorQuest College Security.

Definitions:

Employee: includes a person who is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

Record¹: recorded information created, received, and maintained by an organization or individual in pursuance of its legal obligations or in the transaction of business. Means a record of information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produced records.

¹ Per section 1(q) of the *Alberta Freedom of Information and Protection of Privacy Act*.

Related NorQuest College Information:

- [Code of Conduct Policy](#)
- [Digital Security Policy](#)
- [Protection of Privacy Procedure](#)
- [Remote Work Procedure](#)

Note: The content of this procedure was prepared using content from the [Guidelines for Protecting the Privacy and Confidentiality of Personal Information when Working Outside the Office](#) (Information and Privacy Commissioner/Ontario) and [Protecting Personal Information Away from the Office](#) (Office of the Information & Privacy Commissioner for British Columbia).

Related External Information:

- [Freedom of Information and Protection of Privacy \(FOIP\) Act](#)

Next Review Date:

June 2024

Revision History:

June 2015: new
August 2019: Compliance Office template & reorganization update
March 2020: revised, previously Protecting College Information When Working From Home Procedure