

QUICK REFERENCE GUIDE FOR SENSITIVE PERSONAL INFORMATION

STORING AND SHARING DOCUMENTS	
PAPER DOCUMENTS	
✓	LOCKED FILE CABINET OR DESK DRAWER IN A SECURE LOCATION WITH KEYS SECURED – “DOUBLE LOCK”
✓	ARCHIVE THROUGH DCA
ELECTRONIC DOCUMENTS NEVER STORE AN INDIVIDUAL'S CREDIT OR DEBIT CARD DATA	
✓	P DRIVE
⚠	Q OR R DRIVE WITH ACCESS RESTRICTED TO AUTHORIZED PERSONS
⚠	TUFTS BOX WHEN ACCESS RESTRICTED TO AUTHORIZED PERSONS
⚠	BOX SYNC ONLY WITH STRONG CONTROLS ON TUFTS-MANAGED ENDPOINT DEVICE AND IF LAPTOP, HARD DRIVE ENCRYPTED
⚠	CLOUD SERVICES ONLY IF TTS APPROVED
✗	SELF-PROVISIONED CLOUD SERVICES
✗	DROPBOX, GOOGLE DOCS, ONEDRIVE AND ANY FILE STORAGE OR COLLABORATION SERVICE THAT IS NOT TTS APPROVED
⚠	SERVERS ONLY IF TTS MANAGED
✓	ARCHIVE THROUGH DCA

USING DEVICES	
TUFTS-MANAGED DESKTOP PC'S AND LAPTOPS	
✓	LAPTOPS ONLY IF ENCRYPTED <u>AND</u> IF MANAGED BY TTS
✓	CONTACT SERVICE DESK TO CHECK IF MANAGED BY TTS
⚠	SAVE SPI ON PC AND LAPTOP ONLY AS APPROVED ABOVE
✗	LAPTOP THAT IS NOT ENCRYPTED
A DESKTOP PC THAT IS <u>NOT</u> TUFTS-MANAGED	
⚠	ONLY IF USED TO VIEW OR EDIT A DOCUMENT WITH SPI THAT IS STORED IN A TUFTS APPROVED LOCATION, BUT (1) THE PC MUST HAVE STRONG CONTROLS AND (2) THE DOCUMENT WITH SPI MUST NOT BE DOWNLOADED OR STORED ON THE PC
A LAPTOP OR OTHER PORTABLE DEVICE, E.G. PHONE, TABLET, USB AND DISC, THAT IS <u>NOT</u> TUFTS-MANAGED	
✗	IF DEVICE IS PORTABLE, AND NOT ENCRYPTED, DO NOT USE FOR SPI, EVEN IF OTHER CONTROLS IN PLACE
⚠	ONLY IF USED TO VIEW OR EDIT A DOCUMENT WITH SPI THAT IS STORED IN A TUFTS APPROVED LOCATION, BUT (1) THE DEVICE MUST BE HARD DISC ENCRYPTED, (2) THE DEVICE MUST HAVE STRONG CONTROLS, AND (3) THE DOCUMENT WITH SPI MUST NOT BE DOWNLOADED OR STORED ON THE DEVICE
TUFTS VPN AND WIRELESS SERVICES	
✓	IF CONNECTING WHEN AWAY FROM TUFTS, USE TUFTS VPN
✓	TUFTS SECURE WIRELESS
✗	TUFTS GUEST AND TUFTS WIRELESS

SENSITIVE PERSONAL INFORMATION (SPI)	
<ul style="list-style-type: none"> • Social Security Numbers • Driver's License Numbers • Passport And Visa Numbers • Any Government Id Number • Financial Account Numbers for Individuals • Credit And Debit Card Numbers for Individuals ** • Biometric Indicators For Identity 	

**Excluding P and Travel cards. Collection restricted by Tufts policy and industry requirements under PCI Data Security Standards

COMMUNICATION OR SENDING TO OTHERS	
✗	DON'T DISCUSS IN PUBLIC OR OPEN SPACES
VOICEMAIL AND EMAIL	
✗	DON'T USE VOICEMAIL FOR SPI
✓	ADD MESSAGE FOR CALLERS TO NOT LEAVE SPI ON VOICEMAIL
✗	FOR CREDIT OR DEBIT CARD INFORMATION FOR INDIVIDUALS
⚠	OTHER SPI: FOR INTERNAL MESSAGES: TUFTS OUTLOOK; FOR EXTERNAL MESSAGES: TUFTS SECURE EMAIL – ALL EMAIL USE ON LIMITED BASIS WITH ALL PRECAUTIONS – FOLLOW EMAIL RESTRICTIONS
✗	EMAIL IF NOT ENCRYPTED
MAIL AND COURIERS	
✓	US MAIL, FEDEX, UPS, INTEROFFICE MAIL: MARK CONFIDENTIAL
FAX, COPIERS, PRINTERS, SCANNERS	
✓	TUFTS SUPPLIED MACHINES FROM APPROVED VENDOR - COPIER INFORMATION FROM PURCHASING
✗	MACHINES SUPPLIED INDEPENDENTLY
✓	MACHINES LOCATED IN A SECURE AREA WITH ACCESS RESTRICTED TO AUTHORIZED PERSONS
✓	SECURE PRINT PROVIDES EXTRA SECURITY – REQUIRES PASSWORD AT MACHINE TO PRINT
✗	MACHINES IN AN OPEN AREA
⚠	FAXES: USE TUFTS MACHINE; USE COVER SHEET WITH NO SPI AND WITH CONFIDENTIALITY STATEMENT; CONFIRM FAX NUMBER AND RECIPIENT READY TO RECEIVE; CONFIRM RECEIVED

DISPOSAL, DELETION AND REDACTION	
PAPER DOCUMENTS	
✓	CROSS CUT OR MICRO CUT (PREFERRED) SHREDDER: I.E. CUTS IN 2 DIRECTIONS
✓	SHRED-IT SECURE DISPOSAL BINS IN SECURE LOCATIONS (ONLY TUFTS APPROVED VENDOR)
✗	SHREDDER THAT CUTS IN STRIPS
✓	TO REDACT: CUT OUT OR COPY WITH OPAQUE PAPER
✗	REDACT WITH BLACK INK
ELECTRONIC DOCUMENTS AND EMAILS	
✓	DOCUMENTS ON A PC: DELETE AND EMPTY TRASH
✓	DOCUMENTS ON A MAC: SECURE EMPTY TRASH
✓	IDENTITY FINDER FILE SHREDDER
✓	EMAIL: SECURE DELETE EMAIL
✓	ADOBE SECURE REDACTION PROCESS IN PDFs
✓	SECURELY DISPOSE OF ON ALL DEVICES AND IN ALL LOCATIONS

LEGEND	
✓	PERMITTED
⚠	PERMITTED WITH PRECAUTIONS
✗	PROHIBITED

REPORT AN INCIDENT
Service Desk: 617 627- 3376 (preferred) or it@tufts.edu

FULL SPI TIPS AND GUIDELINES
See IT.TUFTS.EDU