



# MAIS

University of  
Michigan  
Administrative  
Information Services

Handling Student, Employee, Customer  
and Patient Information  
Quick Reference Sheet

## Handling Student, Employee, Customer and Patient Information

Following is basic information that you as an employee need to know regarding the handling of University data. Unless otherwise classified, institutional data is considered private/confidential data. You may access the information only on a strict need-to-know basis as it relates to the performance of your job duties. You may not disclose this information to other employees or third parties unless they also have a job-related or legal need-to-know as set forth by the University or in state or federal laws. For more information regarding the use of University data refer to: <http://spq.umich.edu/pdf/601.12.pdf>

Information which can be used to uniquely identify, contact, or locate a single person, or may enable disclosure of personal information is referred to as private personal information (PPI). The University ensures the protection of PPI that is maintained or processed by the University in accordance with federal and state regulations.

### DATA ACCESS & PROTECTION

<b>What is my overall responsibility as a user of institutional data?</b>	<b>To retrieve only those records that are required to perform your assigned job duties. "Having access to this data is not a license to retrieve anything and everything." You should guard against releasing any information in a manner that allows the information to be associated with a specific person(s) (e.g., UMID with Name). <u>Misuse of this data can lead to disciplinary action, including fines, suspension or dismissal.</u> You have an obligation to report misuse of data by others to the authorities listed in this document.</b>
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<b>Does this protection refer only to electronic records?</b>	No. Institutional data, whether verbal, printed, or electronic and whether individually controlled, shared, stand alone, or networked are to be protected.
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### ANY INDIVIDUAL

<b>What information needs to be protected for any individual for whom the University maintains or processes personal information?</b>	The University protects the confidentiality of certain personal data items associated with any individual including but not limited to: <ul style="list-style-type: none"> <li>• Driver 's License</li> <li>• Credit Card Numbers</li> <li>• Passport Number</li> <li>• Social Security Number</li> </ul>
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### STUDENT

<b>What rights do students have under the Family Education Rights and Privacy Act (FERPA)?</b>	Students have the right to: <ul style="list-style-type: none"> <li>• Inspect and review their education records.</li> <li>• Seek to amend their education records.</li> <li>• Have some control over the disclosure of information contained in their education records.</li> </ul> <p>To read more about student rights, refer to the document 'Student Rights and Student Records' on the Office of the Registrar web site at: <a href="http://www.umich.edu/~regoff/ferpa/">http://www.umich.edu/~regoff/ferpa/</a>.</p>
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<b>What is the definition of an "education record"?</b>	Any record that is maintained by the institution and is personally identifiable to the student. Exceptions to this are medical records, law enforcement records, employment records, alumni records, and sole possession records such as notes in sole possession of the maker, used only as a personal memory aid and not revealed or accessible to any other person.
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<b>What is "Directory" information?</b>	The Family Educational Rights and Privacy Act (also called FERPA or the Buckley Amendment) requires that the University designate what it regards as directory information and which may be released upon inquiry without specific authorization. These rights become effective on the first day of class for the student's initial term of attendance at the University of Michigan. The University has designated the following items as "Directory Information": <table border="0" style="width: 100%;"> <tr> <td>Name</td> <td>Degree(s) Received/Dates Awarded</td> </tr> <tr> <td>Permanent/Local Address and Telephone Number</td> <td>Honors &amp; Awards Received</td> </tr> <tr> <td>UM School or College</td> <td>Participation in Recognized Activities</td> </tr> <tr> <td>Class Level</td> <td>Previous School(s) Attended</td> </tr> <tr> <td>Major Field</td> <td>Height/Weight of Members of Intercollegiate Athletic Teams</td> </tr> <tr> <td>Dates of Attendance</td> <td></td> </tr> </table> <p><b>Note:</b> Students have the option to request that "directory information" not be released.</p>	Name	Degree(s) Received/Dates Awarded	Permanent/Local Address and Telephone Number	Honors & Awards Received	UM School or College	Participation in Recognized Activities	Class Level	Previous School(s) Attended	Major Field	Height/Weight of Members of Intercollegiate Athletic Teams	Dates of Attendance	
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<b>Can I release non-directory information about a student to the student's parent(s)?</b>	No. The U-M grants all enrolled students, regardless of age, the most privacy rights permitted under FERPA. Only the student can give permission for their parents to have access to their educational records.
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<b>How long do I have to respond to a student request to view their records?</b>	The student must be allowed to review his/her record no later than 45 days from the time the request was made.
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EMPLOYEE																								
<b>What employee data are considered sensitive data?</b>	The University protects the confidentiality of certain personal data items associated with employees including but not limited to: <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Bank Account Numbers</td> <td style="width: 33%;">Discipline Information</td> <td style="width: 33%;">Leave of Absence Reason</td> </tr> <tr> <td>Benefit Information</td> <td>Driver 's License</td> <td>Marital Status</td> </tr> <tr> <td>Citizenship Status</td> <td>Ethnicity</td> <td>Military Status</td> </tr> <tr> <td>Country of Citizenship</td> <td>Gender</td> <td>National ID Number</td> </tr> <tr> <td>Criminal Record</td> <td>Grievance Information</td> <td>Social Security Number</td> </tr> <tr> <td>Date/Location of Birth</td> <td>Health Information</td> <td>Tax Information (W2, W4, 1099)</td> </tr> <tr> <td>Disability Information</td> <td>Home Address</td> <td>Visa Permit Data</td> </tr> </table>			Bank Account Numbers	Discipline Information	Leave of Absence Reason	Benefit Information	Driver 's License	Marital Status	Citizenship Status	Ethnicity	Military Status	Country of Citizenship	Gender	National ID Number	Criminal Record	Grievance Information	Social Security Number	Date/Location of Birth	Health Information	Tax Information (W2, W4, 1099)	Disability Information	Home Address	Visa Permit Data
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CUSTOMER																								
<b>What data are protected under the Gramm-Leach Bliley Act (GLBA)?</b>	Consistent with the Gramm-Leach-Bliley Act (GLBA), the University protects personal private information provided by "customers" of the University in the context of financial services or products (such as student loans). Private personal customer information includes information that is: <ul style="list-style-type: none"> <li>• Provided to obtain (or in connection with) a financial product or service.</li> <li>• Results from any transaction involving a financial product or service between the University and a customer.</li> <li>• Any list, description, or other grouping of customers (and publicly available information pertaining to them) that is derived using any individually identifiable financial information that is not publicly available.</li> </ul>																							
PATIENT																								
<b>Where can I find the UM Health System's definition of "protected health information" or "confidential patient information"?</b>	For questions or detailed information on UM Health Systems release of information policies, access the following UMHS Compliance Program web site at <a href="http://www.med.umich.edu/u/compliance/areas/privacy/index.htm">http://www.med.umich.edu/u/compliance/areas/privacy/index.htm</a> or call Medical Information Services Release of Information Unit at (734) 936-5490. <b>Note:</b> UM Health Systems information is not maintained by MAIS or within any M-Pathways systems. The information is included here because it represents another category of protected information.																							
FOIA REQUESTS																								
<b>What should I do if someone calls, emails or comes to my office requesting information covered by the Freedom of Information Act (FOIA)?</b>	You should immediately direct the request to the University's Freedom of Information Office by phone at <b>(734) 763-5082</b> . For more detailed information on FOIA, visit the Freedom of Information Office web site at <a href="http://www.umich.edu/~urel/foia.html">http://www.umich.edu/~urel/foia.html</a> .																							
<b>How many days does the University have to respond to a Freedom of Information Act (FOIA) request?</b>	The University has <b>5 business days</b> to respond to a request for information covered by FOIA, which is why it is imperative for you to <b>immediately</b> forward these requests to the FOIA office.																							
ADDITIONAL ASSISTANCE																								
<b>Who should I contact if I have questions or find myself in a difficult position related to access to or release of private/confidential or sensitive information?</b>	In addition to the resources already described, contact the following resources for questions or information related to: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Student, FERPA, GLBA</td> <td style="width: 33%;">Office of the Registrar</td> <td style="width: 33%;">(734) 647-3502</td> </tr> <tr> <td>Employees</td> <td>Your departmental supervisor or manager, or Human Resource Records and Information Services</td> <td>HRRISSUES@umich.edu</td> </tr> <tr> <td>Patients</td> <td>University of Michigan Health System Privacy Office</td> <td>(866) 482-1252</td> </tr> <tr> <td rowspan="4">Detailed release of information questions</td> <td>UM Freedom of Information Office</td> <td>(734) 763-5082</td> </tr> <tr> <td>Office of the General Counsel (legal requests for data)</td> <td>(734) 764-0304</td> </tr> <tr> <td>Office of University Audits</td> <td>(734) 647-7500</td> </tr> <tr> <td>Department of Public Safety</td> <td>(734) 763-3434</td> </tr> </table>			Student, FERPA, GLBA	Office of the Registrar	(734) 647-3502	Employees	Your departmental supervisor or manager, or Human Resource Records and Information Services	HRRISSUES@umich.edu	Patients	University of Michigan Health System Privacy Office	(866) 482-1252	Detailed release of information questions	UM Freedom of Information Office	(734) 763-5082	Office of the General Counsel (legal requests for data)	(734) 764-0304	Office of University Audits	(734) 647-7500	Department of Public Safety	(734) 763-3434			
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<b>What additional precautions can I take to safeguard institutional data?</b>	<ul style="list-style-type: none"> <li>• Access only the data you need to perform your job.</li> <li>• Sign off the system (e.g., M-Pathways, Wolverine Access) and/or turn off your computer when not in use or if you will be away from your desk for an extended period of time.</li> <li>• Store information under secure conditions.</li> <li>• Ensure that recipients of data have proper authorization to view the data.</li> <li>• Dispose of data and reports confidentially and in accordance with record retention policies after they are no longer needed (e.g., shredding, burning).</li> </ul>																							