User Data Access Policy

Introduction
Franklin OIT maintains strict permission and access controls for user and unit data stored on systems to preserve privacy of this information. On occasion, it may be necessary for a second party to request access to an individual or unit’s data stored on Franklin OIT systems. In these instances, it is necessary to obtain prior approval before granting access to or a copy of the requested data.

This policy outlines the appropriate level of approval required and how access to the information should be achieved.

Policy
Approval by a superior is required to grant a second party access to an individual or unit’s inaccessible data stored on Franklin OIT's systems unless the owner of the data provides direct permission for access:

- For individuals, approval can be obtained from the unit Head or Director
- For Director or Head-level personnel, approval must come from the Dean or an Associate Dean

Higher levels of permission may be needed, depending on the content in question, and should be cleared through appropriate channels, including but not limited to, UGA Legal Affairs, the UGA Police Department, and/or UGA Human Resources.

Granting Access to Data
Access to the data will be provided through secure file transfer or on removable media (if capacities permit) to the requesting party. Direct access to personal share or copying of the data to a public or alternate private share are not permitted due to security concerns. All access requests and processes will be fully documented through the Franklin OIT Helpdesk ticketing system.