

ITS Tip Sheet #4

LOST COMPUTERS AND MOBILE DEVICES

Report all lost or stolen Penn computing devices to the ITS team immediately by calling 215-898-4578

REPORTING THEFT, LOSS OR BREACH OF DATA

- ✓ Contact ITS immediately via FinanceITS@upenn.edu or call 215-898-4578
- ✓ Contact Information Security at (215) 898-2172

DON'T:

- ✗ access university systems using a public computer like those in libraries or kiosks; your account name and password may not be secure
- ✗ leave computing devices unsecured in a hotel room; always use a safe
- ✗ store Penn data on a personal, non-Penn computer
- ✗ use portable storage devices, like USB "thumb" drives or portable hard drives

Data Privacy and Security Compliance

The [Family Education Rights and Privacy Act](#) (FERPA) requires Penn to protect student records from unauthorized disclosure, while also limiting access to staff with a legitimate "need to know". The [Gramm-Leach-Bliley Act](#) (GLBA) similarly protects data related to financial aid.

[Personally Identifiable Information](#) (PII) is any combination of data that can identify an individual person. PII ranges in sensitivity, from Social Security Numbers, credit card information, birthdates, phone numbers, PennKey name, and HR records.

5 Easy Steps to Help Protect Sensitive Data

1. Access Penn systems using your assigned work computer or through a [secure remote connection](#). Lock your computer when not in use.
2. Secure sensitive data in locked cabinets, network drives, approved secured cloud services like [Penn+Box](#).
3. Use Penn's online "[Secure Share](#)" portal instead of email to send and receive documents containing PII.
4. Work with a "**clean desk**" policy: clear your desk and computer display of PII and student data when not in use.
5. Immediately retrieve any printouts containing sensitive information.



Additional Resources

- [University Policy on Confidentiality of Student Records](#)
- [FERPA Frequently Asked Questions](#)
- [Data Risk Classification Matrix](#)
- [Information Security's Tips on Foreign Travel](#)
- [How to Remotely Connect to the Finance Network](#)
- [DoF ITS Top 10 Information Security Tips](#)
- [FERPA Online Training in KnowledgeLink](#)