



University of East Anglia

Information Services Directorate

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21 September 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-177)

We have now considered your request of 12 September 2016 for the following:

'The University of East Anglia (UEA) computer department will deploy several forms of monitoring program such as to ensure the health of its computer network, conceivably some ordinarily categorised as "Employee Monitoring" (EM). The EM programs can record the much discussed Internet Connection Records (ICRs) but can be much more invasive; user password collection, user social media entry aggregation, e-mail decryption and even covert monitoring of users' computer desktops.

- 1) *What EM programs does UEA presently use on its campus wi-fi network?*
- 2) *When were these programs first deployed?*
- 3) *Which EM programs were being used as of August/September 2009?*
- 4) *Do trained staff and/or students maintain the surveillance?*
- 5) *What is the policy governing their use and the accompanying safeguards?'*

Our response is as follows:

- 1) We do not use any EM programs as described, or as defined in the Wikipedia entry on Employee Monitoring software¹.
- 2) N/A – see response to question 1.
- 3) No EM programs were being used as of August/September 2009.
- 4) N/A – see response to question 1.
- 5) *[Information not held - s. 1(1)(a), Freedom of Information Act]*
As we do not use this type of software we do not hold any relevant policies or documented safeguards.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

¹ https://en.wikipedia.org/wiki/Employee_monitoring_software

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia