

[REDACTED]

27 February 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-042)

We have now considered your request of 19 February 2015 as clarified on 26 February regarding the monitoring of, and access to, staff emails, telephone logs and internet use. Our response is provided on page 2 of this letter, together with a copy of your original request. We hope this response will meet your requirements.

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.

You have the right of appeal against this response to your request for information. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our response 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.

You also have a subsequent right of appeal to the Information Commissioner whose [contact details](#)¹ can be found on their website.

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

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia

¹ https://ico.org.uk/Global/contact_us

Response to Freedom of Information Act 2000 request (FOI_15-042)

I would like to request the following information for the years 2012, 2013, 2014 and 2015:

- The number of times the institution has monitored/accessed staff email accounts;²
- The number of times the institution has monitored/accessed staff telephone logs;
- The number of times the institution has monitored/accessed staff internet use records.

[Clarified on 26 February 2015 to include only to non-consensual monitoring or access (i.e. those not known to the individual being monitored)]

The requested information is presented within the table below:

Year ³	Email	Telephone	Internet
2012	0	0	1
2013	1	0	0
2014	3	0	0
2015 (part)	0	0	0
TOTAL	4	0	1

In each case, I would like to know:

- The type of monitoring (email, telephone logs, internet use);
- The reason or justification recorded for approving the monitoring;
- The duration of the monitoring;
- The name(s) or position(s) of the person(s) who approved the monitoring.

The requested information is presented in the table below:

Year	Type	Service	Justification	Duration	Authorisation
2012	Monitoring	Internet	COCU Para 4(c)(iii) ⁴	9 days	Human Resources manager
2013	Access	Email	Recover missing email	N/A	Registrar
2014	Access	Email	COCU Para 4(c)(iii)	N/A	CEO
2014	Access	Email	COCU Para 4(c)(iii)	N/A	Centre Director
2014	Access log	Email	COCU Para 4(c)(iii)	1 week	Human Resources manager

² Included in email figures are instances in which UEA staff have checked logs for records of accesses to a staff mailbox, rather than the content in the mailbox itself. These are shown as 'Access log'.

³ Years reported are calendar years

⁴ Conditions of Computer Use (<https://portal.uea.ac.uk/documents/6207125/6476835/cocu-pdf.pdf>)