University of Vermont

OFFICE OF COMPLIANCE SERVICES
UVM.EDU/POLICIES

UNIVERSITY OPERATING PROCEDURE

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Title: Stored Communications

Overview

This University Operating Procedure is intended to facilitate prompt and appropriate institutional response to requests or demands to University of Vermont (UVM) e-mail or network server administrators for stored communications.

Applicability of the Procedure

This Operating Procedure applies to all employees of the University of Vermont.

Definitions

Stored communications: for the purposes of this University Operating Procedure, "stored communications" refers principally to

(a) e-mail messages, and their attachments, sent to or from a UVM e-mail or network account;

(b) phone/voice-mail messages stored on media maintained by, and available to, the University's Telecommunications and Network Services;

(c) phone/voice-mail messages stored as e-mail attachments, or text messages transmitted by phone and stored centrally; and

(d) generally, all messages that are stored on and retrievable from UVM-owned or - managed systems or services.

Procedures

Most stored communications sent or received by UVM employees (including faculty, staff, temporary employees as well as students when conducting university business) are public records under the Vermont Public Records Act, and members of the UVM community should not presume that their stored communications are private. Stored communications will be reviewed according to UVM's Records and Documents Requests.

Requests or demands for access to, or copies of, stored communications, from whatever source, internal or external, must be referred immediately to the Chief Privacy Officer (CPO). The CPO or their designee, with

the advice of the Office of General Counsel (OGC), will oversee the response to all requests for stored communications.

The CPO will consult with the Chief Information Officer (CIO) or their designee to arrange for the retrieval of those messages that are appropriate for disclosure. Questions about retrieval or disclosure will be resolved by the CPO, in consultation with OGC. Retrieval or disclosure decisions are subject to the final approval of the Provost.

These same procedures will apply to requests to "freeze" the contents of an e-mail or UVM network account or to preserve a snapshot of the contents of e-mail folders or other electronic communication storage location.

This University Operating Procedure is not intended to govern internal requests that are directed to unit or central business managers or to the account holder who has sent or received the requested message.

If there is any question as to whether a request or demand calls for a "stored communication" as defined in this operating procedure, the request should nonetheless be directed to the CPO or to OGC.

Contacts

Questions concerning the daily operational interpretation of this UOP should be directed to the following:	
Title(s)/Department(s):	**Contact Information:**
Chief Privacy Officer	(802) 656-3086 privacy@uvm.edu
Chief Information Officer	(802) 656-5598 uvmcio@uvm.edu

Forms/Flowcharts/Diagrams

- None

Related Documents/Policies

- Computer, Communication, and Network Technology Acceptable Use Policy
- Records and Documents Requests Policy
- Subpoenas, Complaints, Warrants, and other Legal Documents Procedure

Training/Education

Training will be provided on an as-needed basis as determined by the Approval Authority or the Responsible Official.

About This Procedure

Responsible Official:	The Chief Privacy Officer	Approval Authority:	The Chief Privacy Officer
Affiliated Policy Number(s):	V. 3.22.5	Effective Date:	July 22, 2014
Revision History:	• Approved by the Chief Privacy Officer July 22, 2014 • Reaffirmed September 7, 2021		