

Request for access to another user's personal data (including e-mail and/or personal data storage [H: space] and/or voicemail)

STRICTLY PRIVATE & CONFIDENTIAL

PART A: DETAILS OF PERSON REQUESTING ACCESS

Name:	
Job title:	
Department:	
Contact details	
E-mail address:	
Telephone extension:	
Mobile/Other contact number:	
Which is the best way to contact you about this request should this be necessary?	
Relationship with user for which access is sought (if any)?	

PART B: DETAILS OF PERSON FOR WHICH ACCESS IS SOUGHT

Name:			
Job title (if appropriate):			
Department:			
IT Username (where known):			
E-mail address:			
Telephone extension:			
Category of user:	Undergraduate Student	Postgraduate Student	Member of Staff
(please tick ✓ I)			

PART C: USER CONSENT

Access is usually granted where a user has given consent. Has permission been sought from the user? (Please tick ✓ as appropriate)					
YES		Was their permission granted?	YES		Please include a copy of their written permission with this form.
			NO		Please explain their reasons for not granting permission and indicate your justification for continuing to seek permission in your statement in PART D below.
NO		Please explain why not and indicate your justification for continuing to seek permission in your statement in PART D below.			

PART D: JUSTIFICATION FOR ACCESS REQUEST

For what purpose is your request required? (Please tick all that apply)	✓
Access to while the person is on extended leave/absent from the School (on sick leave, holiday, unpaid leave etc.)	
User has been suspended pending an investigation (consider whether the user should continue to have access to IT facilities at all)	
Continuation of essential business processes (e.g. processing applicant's e-mail, organising a conference/event, replying to course queries)	
Responding to a Freedom of Information Access Request/Data Protection Access Request	
Seeking evidence of misuse or part of another investigation? (you must seek specialist advice from HR or IMT)	
The user has left the LSE and arrangements for another member of staff to have access to the information were not able to be made prior to the person leaving the School.	
You wish to place an "out of office" notification on their e-mail account	
You wish to access a user's voicemail and/or change their voicemail message	

Please explain *briefly* why access to an individual's email / personal file storage space / voicemail is required. You should, where possible, specify specific folders and/or types of email, senders, recipients, etc. You should also indicate a period over which you require access. For existing e-mail, you should also include the period of time you are interested in reviewing. Please specify whether you require full access to the "account" or simply copies of any information (data) held. Your justification must be based on business / operational requirements and should clearly indicate the impact / risk to the School should access *not* be granted. Where appropriate, you should also explain why the individual's permission was not sought or why this was not granted. Your attention is drawn to your responsibilities in the declaration in PART E of this document.

PART E: WHO NEEDS ACCESS TO THIS DATA?

Name	Role	Department	Username (where known)	Period for which access is sought	Relationship to user (if applicable)
e.g. Bloggs, A	Departmental Administrator	Qwerty	BLOGGSA	For 4 weeks	Line Manager

PART E: DECLARATION

I declare that I am submitting a request for access to another user's e-mail and/or personal file storage space (H:space) and/or voicemail* based on the business/operational justification stated in PART D.
[*delete as necessary]

I understand that anyone who is granted access to another user's data may only view/listen to material that it is considered necessary to see for the operational/business reasons for which access was granted. They are required to treat all material as confidential and must not act upon it or disclose it to any other person except those directly associated with the business/operational; requirement for which access was granted.

I undertake to preserve the confidentiality of any private or personal data that may be viewed/listened to inadvertently whilst undertaking the normal business/operational activities required.

I understand that failure to do so may mean a breach of the Conditions of Use of IT Facilities at the LSE (a copy of which can be obtained from IMT or at <http://www.lse.ac.uk/itservices/Rules/condits.htm>) and/or may constitute an offence under the Data Protection Act 1998, the Human Rights Act 2000, and the Regulation of Investigatory Powers Act 2000.

Signed:_____ Date:_____

Print Name:_____ Signed:_____

Date:_____ Print Name:_____

PART F: AUTHORISATION

	(please tick ✓)
I have read the justification for access to another user's e-mail and/or personal file storage (H:space) and/or voicemail. I am satisfied that it is in the business/operational interests of the School to grant access and I authorise IT Services to provide access to the user account detailed in PART B above to the person(s) detailed in PART E for the duration stated.	
OR:	
The application is declined because:	

I am (in the case that the user stated in PART B is a STUDENT):	
Dean of Undergraduate Studies	
Dean of Graduate Studies	
I am (in the case that the user stated in PART B is a member of STAFF):	
Director	
Pro Director	
School Secretary	
Chief Operating Officer	

This form should be passed to either your IT support representative or the Information Security Manager or the Head of Customer Services in IMT who will arrange for the necessary action to be taken.

Form ref: Request Form for access to a user e-mail or filestore, version 1.3, Last updated: 07/10/16 (to reflect COO post)