

**Lost data devices guidance**

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I. Guidance for all staff

**1. Scope**

1.1 This procedure sets out the steps to be taken when data devices containing University related data are lost or recovered on campus or off campus. It applies to all data devices including, but not limited to, USB sticks, phones, MP3 players, portable hard disk drives, laptop computers and tablets.

1.2 Anyone losing a device on campus or off campus is responsible for seeking its recovery in a timely manner in the knowledge that unclaimed devices will be destroyed according to the procedure below.

**2.**  **What should you do if you lose a data device?**

2.1 If you think the lost data device may contain personal data or confidential University information, you must contact the DPO using the email address [dataprotection@dundee.ac.uk](mailto:dataprotection@dundee.ac.uk) as soon as possible. The DPO will manage the situation in accordance with the Standard Operating Procedure (SOP) for data breaches.

2.2 If you lose a data device you should seek return of it via the Main Library. Please send an email to [llc@dundee.ac.uk](mailto:llc@dundee.ac.uk) containing the following information:

* the approximate date and location of loss
* a physical description of the device
* a description of files on the device, if no security is present.

**3.** **What should you do if you find a device?**

### Record details about the device

3.1 If you take possession of a lost data device then you should record the following information:

* the location and date of recovery
* any distinguishing characteristics of the device.

Afterwards, please hand in the device to the Library.

### The Library will

3.2 Once you have handed in the device the Library will:

* label the device with a unique number and date of recovery to facilitate identification
* hold the device in secure storage pending return to an owner or destruction.

### Do not try to activate or interrogate the lost data device

3.3 Data on devices must not be interrogated during this process and devices must not be plugged in, activated, consulted or otherwise changed in any way. It is possible that a device may contain third-party data, viruses or malware.

II. Guidance for Library staff

**4. Dealing with a query relating to a lost data device**

### Check record of lost data devices that have been handed in

4.1 If you receive a query about a lost data device you should check the record of lost devices to see if there are any devices on it that match the information provided by the individual who has lost a device.

### Take steps to establish ownership

4.2 If there is a device that matches the description provided then you should take steps to establish ownership. These may include:

* asking the individual to unlock any security which may be present on the device
* scrutinising the contents on the device by carrying out the minimum amount of examination needed.

4.3 If in the process of establishing ownership of the device you do look at its contents you should not allow the person requesting recovery of the device to see anything on the screen. Any information relating to unlocking the security on the device must not be recorded or disclosed.

### Once ownership is established

4.4 When you are satisfied that the person requesting recovery of a lost data device is the owner, you may return the device to them. You should keep a record to confirm that you have returned the data device. Your record should include the following information:

* date
* name and matriculation number/staff ID number of the person you have returned the device to.

### When ownership has not been established

4.5 If you are not satisfied that the person asking about a lost data device is the owner of the device then you should not give it to them. Any disputes should be escalated to the Director of LL&CI for adjudication.

**5. Unclaimed Devices**

5.1 If a device is not claimed within a period of one month from being handed in, it should be destroyed.

5.2 Devices should normally be sent to Digital and Technology Services (DTS) who will carry out the destruction of the device in line with their process for the destruction of University devices.

5.3 DTS should provide the Library and Learning Centre with confirmation of destruction of the device, using the unique number assigned to the device as per paragraph 3.2 above.

Updated November 2023