1. **Scope**

1.1 This procedure sets out the steps to be taken when lost data devices are recovered on campus.

1.2 It applies to all lost data devices including, but not limited to, USB sticks, phones, MP3 players, portable hard disk drives, laptop computers etc.

1.3 It applies to all lost data devices regardless of the location of their recovery, but recognises that the majority of devices are recovered from IT suites and teaching areas around campus or the Library and Learning Centre.

1.4 Should anyone lose a device containing University information they should contact the Head of Information Governance immediately who will manage the situation per the Standard Operating Procedure for data loss.

2. **Responsibilities**

2.1 The Secretary of the University is responsible for the proper management of information in the University.

2.2 The Head of Information Governance and Director of LL&CI are responsible for oversight of this procedure.

2.3 Directors and Deans are responsible for ensuring this procedure is brought to the attention of their Schools or Service areas and for its implementation.

2.4 All staff are responsible for ensuring that lost devices are managed according to this procedure.

2.5 UoD IT and the Library and Learning Centre are responsible for the practical operation of this procedure.

2.6 Anyone losing a device on 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.
3. **Procedure**

3.1 **Recovery of a lost device**

3.1.1 Where possible, any recovered data device should be **handed in at the reception of the Main Library**. However, if this is not practical, devices may be handed in to the nearest reception area or administrative office of any University building, including School Offices.

3.1.2 Where devices are received directly by the Main Library, Library staff will:

- Record the location and date of recovery
- Record any distinguishing characteristics of the device
- Label the device with a unique number and data of recovery to facilitate identification
- Hold the device in secure storage pending return to an owner or destruction

3.1.3 Where devices are received by other sections of the University, they should:

- Record the location and date of recovery
- Contact the Main Library as soon as possible and arrange for the transfer of the device to the custody of Library staff

3.1.4 Data on devices must not be interrogated during this process and they must not be plugged-in, activated, consulted or otherwise changed in any way, recognising that they may contain third-party data, viruses or malware.

3.2 **Return of a device to its owner**

3.2.1 Where any person suspects that they have lost a data device they should **seek return of their device via the reception of the Main Library**.

3.2.2 Library staff will:

- Ask for confirmation of the approximate date location and date of loss
- Ask for a physical description of the device
- Ask the person requesting the device to unlock any security which may be present on the device as demonstration of ownership
- Ask for a description of files on the device, if no security is present.
3.2.3 Scrutiny of the contents of a device should involve the minimum amount of examination necessary to establish ownership and should not take place in a manner that allows the person requesting recovery to see any screen.

3.2.4 A stand-alone computer (ie unconnected to any network) will be maintained by the Library and Learning Centre to facilitate the processes outlined in 3.2.2 and 3.2.3 above. This PC will be returned to a known state each time it is used to ensure that the University does not become a vector for the transmission of viruses or other malware between recovered devices.

3.2.4 Where Library staff are satisfied that the person requesting recovery of a device is the owner, they may return the device to them. A log should be kept of this return including the date, name and matriculation number/staff ID of the person to whom the device is returned.

3.2.5 Where Library staff are not satisfied that any person is the owner of a device, it must not be returned. Any disputes may be escalated to the Director of LL&CI for adjudication.

3.3 Destruction of unclaimed devices

3.3.1 Devices will normally be held for a one month prior to their destruction. Any unclaimed devices will be transferred to UoDIT for destruction after that period.

3.3.2 At the discretion of the Director of LL&CI, this period may be extended to a maximum of three months for higher-value devices such as laptops or smartphones. Any extension and the rationale for the extension shall be recorded by the Library and Learning Centre.

3.3.3 Destruction will be via the process for the destruction of University devices in use by UoDIT at that time.

3.3.3 UoDIT will provide the Library and Learning Centre with confirmation of destruction of the devices, using the unique number assigned to the device upon receipt.

3.3.4 The Library and Learning Centre will maintain those records alongside the record of the initial receipt of the device.

Useful contacts

- Alan Bell, Head of Information Governance x84441
- Richard Parsons, Director LL&CI x84082
## Change control

<table>
<thead>
<tr>
<th>Change</th>
<th>Date</th>
<th>Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original draft</td>
<td>March-May 2014</td>
<td>DIRECTOR OF LL&amp;CI</td>
</tr>
<tr>
<td>Initial implementation</td>
<td>7 June 2014</td>
<td>DIRECTOR OF LL&amp;CI</td>
</tr>
<tr>
<td>Revision and review</td>
<td>February-March 2016</td>
<td>DIRECTOR OF LL&amp;CI, Head of Information Governance</td>
</tr>
<tr>
<td>Approval</td>
<td>15 March 2016</td>
<td>Secretary of the University, DIRECTOR OF LL&amp;CI</td>
</tr>
<tr>
<td>Addition of cross-reference to data loss procedure further to comment from HIC and UoDIT</td>
<td>10 May 2016</td>
<td>Head of Information Governance</td>
</tr>
<tr>
<td>Annual review.</td>
<td>March 2018</td>
<td>Head of Information Governance</td>
</tr>
<tr>
<td>Minor updates to reflect changes in roles.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>