

Mr John Gilchrist
Freedom of Information Officer

29 January 2019

Ref: FOI/January 2019/ Greg Ritchie

By email to gregcritchie@gmail.com

The Burroughs
Hendon
London
NW4 4BT
United Kingdom

Tel: +44 (0)20 8411 4061
e-mail:
j.gilchrist@mdx.ac.uk
www.mdx.ac.uk

Dear Mr Ritchie

Your request for information received on 8 January 2019 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

Please may I make a Freedom of Information request for the following:

A list of the instances it has been necessary for a System Administrator to inspect the contents of a user's/users' files on the University's network for the last five academic years.

Please could each instance be listed in spreadsheet form alongside:

- **the month it occurred;**
- **how many users had their files inspected;**
- **why such inspection was deemed necessary (i.e. relating to breaches of University's regulations, and if so which ones; for the purposes of a legal investigation; etc.);**
- **whether their emails were accessed;**
- **whether the user(s) whose files were accessed was/were informed prior to the inspection of their files;**
- **if no to above, whether they were informed afterwards.**

University Response

We do not capture the specific data that has been requested so we do not hold this information.

There are a number of reasons why system administrators may need to look at a users' files and emails

1	An investigation conducted at the request of HR / Academic Registry, resulting from some act of computer misuse	User not notified. Information accessed treated in strictly confidential manner
2	To access urgent information at the request of a manager due to staff absence – approved by HR	User notified as soon as is possible
3	Problem resolution at the request of a user	At users request
4	PCI scan conducted in the presence of agreed parties	User notified if PCI information found
5	Problem resolution as the result of a system alert (e.g. spam email being sent, ransomware, malware, etc.	User notified as soon as is possible – where users account is found to be compromised

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer