



University of the Philippines Diliman
Data Protection Office

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MEMORANDUM

UPD DPO Memorandum No. EBM 20-04

FOR : Deans, Directors, Heads of Units, Faculty, REPS, Staff,
Information Officers and Privacy Focal Persons

SUBJECT : **UP Diliman Remote Work Privacy Guidelines**

The privacy and confidentiality of information must be upheld in all contexts, including work from home arrangements. Staff and faculty remotely working from places outside UP Diliman may not have the same level of privacy safeguards as in their customary venues of work.

In line with the UP Diliman Data Protection Officer's responsibility under Office of the Chancellor Memorandum No. MLT 19-073 to issue privacy policies, the attached Remote Work Privacy Guidelines are hereby promulgated.

Elson Manahan, JD
Data Protection Officer

Noted by:

Fidel R. Nemenzo, D.Sc.
Chancellor

University of the Philippines Diliman

REMOTE WORK PRIVACY GUIDELINES

With the aim to ensure the unimpeded delivery of services to the public, the University of the Philippines Diliman (“UP Diliman”) recognizes the need to adopt a remote work arrangement in times of widespread emergency, calamity, or when circumstances warrant.

In any work venue, there is a need to maintain the privacy and confidentiality of information that is being processed. To this end, these Guidelines are hereby adopted.

Section 1. Scope and Objectives – These Guidelines govern all UP Staff and Faculty adopting a remote work arrangement in the performance of the performance of their official tasks. These Guidelines aim to maintain the privacy and confidentiality of information that is being processed throughout the adoption of the remote work arrangement.

Section 2. Bringing of documents outside a UP office – Paper-based documents should not be taken out of a UP office unless **all** the following conditions are present:

- a. There is an absolute need to use the document outside the office, during the remote work arrangement, in order to address an official matter;
- b. It is not helpful or practical to use a scan the document;
- c. There is a prior approval from the unit or department head, or his authorized representative, that the said document may be brought outside the office; and
- d. UP Staff and Faculty shall at all times secure the same from disclosure, loss, or unintended alteration.

Section 3. Use of official remote work paraphernalia – In the performance of remote work, UP Staff and Faculty are strictly enjoined to use only UP Diliman-issued remote work paraphernalia (e.g., laptops, mobile phones, tablets, etc.). The use of these devices should strictly pertain to work-related activities only.

However, should the concerned UP Staff and Faculty be constrained to use his personal devices, it is incumbent upon him to exercise the proper diligence in the use of the same and uphold at all times the privacy and confidentiality of the information being processed as prescribed by these Guidelines.

Generally, UP Staff and Faculty may not save work-related files to their personal devices. *However*, a file may be locally saved to a personal device for only as long as it is necessary to edit the file. Once the edited file has been sent via email or uploaded to a repository, it must be immediately be permanently deleted permanently from the personal device.

At all times during a work-related file is locally saved in a personal device, external parties are must be prohibited from accessing the personal device.

Section 4. Connect only to secured hotspots – The use of a public Wi-Fi is prohibited. Instead, UP Staff and Faculty are required to connect to a secure, and password protected connection at all times such as a trusted home Wi-Fi.

Section 5. Paper-based and electronic documents – UP Staff and Faculty, should, at all times, be mindful of the paper-based and electronic documents that are under their custody in the course of the remote work arrangement. They are to ensure that the document and its contents shall not be improperly disclosed, altered, or lost. Documents which are no longer used for the remote work arrangement must be returned to the custody of UP Diliman as soon as practicable.

External parties are prohibited from accessing these documents.

Section 6. Online meetings – UP Staff and Faculty conducting online meetings, whether through chat or video conferencing applications, should be conducted in a designated video conference room, or any place that is not accessible to parties that are not privy to the subject matter of the meeting.

Should there be a need to record the online meeting, the attendees' express consent must first be obtained. Remote work paraphernalia and personal devices should not be used to record the meeting.

In case of an online video conference, the sensitive or confidential data must not be within the view of the camera.

After every online meeting, the camera and microphone should be turned off, and the application logged out.

Section 7. Observance of Information Security Measures – During the conduct of the work from home arrangement, UP Staff and Faculty shall observe the following information security practices:

1. Secure remote work paraphernalia and all related devices and user accounts with a strong password or passphrase;
2. When possible, employ a multi-factor authentication system to protect the remote work paraphernalia and user account;
3. Unless with the prior express consent of a superior, not use portable storage devices such as USB flash disks or external hard drives. Instead, the University of the Philippines OneDrive storage should be utilized. If the prior express consent of a superior was obtained to use a portable storage device, the same must first be scanned for viruses before use;
4. Keep operating systems and anti-virus application updated and patched;

5. Log out and/or switch off remote work paraphernalia when not in use and refrain from leaving devices unattended;
6. Download only what is absolutely necessary for official work, and exercise caution at all times;
7. Upload a back up to the University of the Philippines OneDrive storage; and
8. Comply with the Security Measures in Chapter IV of the UP Diliman Privacy Manual.

Section 8. Practice “Think before you click” – Everyone adopting a remote work arrangement must be wary of the files they are downloading and URLs that they are accessing.

Addresses that do not begin with “<https://>” should already raise a red flag, and thus, the concerned UP Staff and Faculty should exercise caution before accessing the same. Moreover, they are to refrain from visiting unfamiliar sites or links.

UP Staff and Faculty are required to remain vigilant about phishing emails and malicious attachments.

Section 9. Sharing of personal data and confidential information – UP Staff and Faculty are strictly enjoined to refrain from sharing personal, financial, and confidential information through phone, email, or other applications.

Section 10. Incidents and breaches – In the event of any unintended disclosure, loss, alteration, or security incident or data breach, UP Staff and Faculty must exercise **CARE**:

1. **Contain** the effects of any document disclosure, loss, or unintended alteration;
2. **Align** information to their original state in case of a security incident or data breach;
3. **Report** immediately to your superior for instructions; and
4. **Eradicate** the cause of any security incident or data breach if it will not cause further damage.

Section 11. Confidentiality – UP Staff and Faculty are expected to observe confidentiality of the work assigned to them. They are prohibited from sharing any information on the same to external parties.

Section 12. Observance of the Data Protection Guidelines – During a remote work arrangement, it is incumbent upon everyone to remain mindful of the Data Protection Guidelines for Work Processes under Office of the Chancellor Memorandum No. MLT 19-112¹ which establish the following work principles:

- a. Exercise prudence and proper discretion;

¹ Promulgated 25 March 2019.

- b. Non-disclosure to non-UP parties;
- c. Organization of one's work files;
- d. Use of official communication channels; and
- e. Compliance with UP Diliman's established procedures and practices.

UP Staff and Faculty are expected to apply the similar level of professional conduct in the workplace setting even when engaged in a remote work arrangement.

Section 13. Definition of Terms – For the purposes of this issuance, the following definitions shall apply:

- a. **Remote work arrangement** – refers to the work arrangement wherein a single, a group of, or all UP Staff and Faculty work outside the usual office premises through the use of information communication devices such as, but not limited to, laptops, mobile phones, and tablets. A remote work arrangement is deemed to include a work from home arrangement.
- b. **Remote work paraphernalia** – refers to the paper-based or electronic documents, and devices, such as but not limited to, laptops, desktop computers, that are used in the conduct of remote work.
- c. **UP Staff and Faculty** – refers to University of the Philippines Diliman staff of all ranks and statuses, including Research, Extension, and Professional Staff (REPS) UP contractual personnel, and Non-UP contractual personnel, as well as UP Diliman faculty of all ranks and statuses, including visiting faculty.