




Policy: Confidentiality Process in the Print Shop

Authority:	Senior Team	Code:	659
Contact:	Director, Campus Services	Adopted Date:	October 2009
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Approved by:		Approved by:	
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The College's onsite Print Centre, accountable to the Department of Campus Services, is responsible to ensure the appropriate handling of 'Confidential' documents, including examinations, tests, administrative and other confidential documents submitted for printing.

The protocols in place to ensure confidentiality include the following practices and procedures.

1. Hard Copy Submissions

Faculty/staff members who drop off a hard copy job **must** identify to a Print Centre staff member if their job is 'Confidential' or an 'Exam'. The Print Centre staff member will stamp the work order form with a 'Confidential' stamp and assign a number to the job. The 4-part work order form is completed and the faculty/staff member retains the 4th (golden rod) copy. If the print job is not processed immediately, the Print Centre staff member will ensure its prompt placement in the Print Centre's onsite 'locked' box.

When the job is completed, the faculty/staff member is contacted by email or by phone to pick up the printed materials and the job number is provided. The materials are only released to the appropriate faculty/staff member upon the presentation of appropriate identification, the golden rod copy of the work order and the correct job order number. A signature is obtained upon release to the faculty/staff member.

Any drafts or spoiled print outs are immediately shredded onsite.

2. Digital or e-file submissions

In order to facilitate the needs of instructors who may not be on campus during the Print Centre business hours, confidential documents are accepted by email. These emails must include '**Confidential**' in their subject lines. Any examinations which are sent to the Print Centre through email are accessed only by full-time Print Centre staff and are not accessible by students.

The Print Centre staff will prepare and stamp the work order form with a '**Confidential**' stamp and assign a number to the job.

When the job is completed, the faculty/staff member is contacted by email or by phone to pick up the printed materials and the job number is provided. The materials are only released to the appropriate faculty/staff member upon the presentation of appropriate identification and the correct job order number. A signature is obtained upon release to the faculty/staff member.

On a daily basis, Print Centre staff will empty the deleted items from the mailbox.

3. No Confidential documents of any type in the Drop Off Box

To ensure the security of all confidential documents, a sign is clearly displayed in the drop box stating that '**No Confidential Documents**' are to be dropped off. They must be hand delivered only.

4. Students Not Allowed to Work in the Print Centres

No students are allowed to work in the Print Centres.

5. Completed Confidential Material is kept in a protected area

All printed confidential material is kept in the locked box until faculty/staff member picks it up.

All exams and confidential material are wrapped in the most efficient way possible to ensure confidentiality and to prevent any tests from being dropped or misplaced.

Academic faculty/staff members must pick up their own print jobs where at all possible. Arrangements must be made, in advance, if someone other than the owner of the print job picks up the printed materials.

When the faculty/staff, or alternate designated person, picks up their work, they must present appropriate identification, their copy of the Print Centre's work order and the job order number,