

## HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2003
Section 5.8	Information Security	Revised:	May 2011
<b>Policy 5.8.20</b>	<b>Information Resources Privacy Policy</b>	Responsibility:	Chief Information Security Officer

# INFORMATION RESOURCES PRIVACY POLICY

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## Policy

A wide variety of third parties have entrusted their information to the Health Science Center for business purposes, and all employees, students and contractors at the Health Science Center are obligated to safeguard the privacy and security of this information. The most important of these third parties is the individual employee, student, or patient; employee, student or patient account data is accordingly confidential and access will be strictly limited based on business needs for access. Various policies apply to varying degrees, based on the different classifications of data. Some of these policies include:

1. *Handbook of Operating Procedures* (HOP), [Section 5.8.13](#), "Security Monitoring"
2. HOP, [Section 11.1.5](#), "Patient Health Records"
3. HOP, [Section 11.1.6](#), "Confidentiality of Patient Health Information"
4. [Student Guide](#)

Electronic files created, sent, received, or stored on University information resources owned, leased, administered, or otherwise under the custody and control of the Health Science Center are not private and may be accessed, logged and/or reviewed by designated Health Science Center Information Security employees at any time without knowledge of the information resource user or system owner, as defined in the security monitoring policy.

Information resource users must report any concerns in Health Science Center enterprise information security architecture, any incidents of possible misuse, or violation of this agreement to the proper authorities by contacting the appropriate management.

Information resource users must not attempt to access any data or programs contained on Health Science Center systems for which they do not have authorization or explicit consent. For additional information, see [Section 5.8.10](#), "Acceptable Use of Information Resources Policy", of the HOP,

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**Public Access  
Privacy Policy**

The Health Science Center Web sites available to the general public must contain the following approved Health Science Center Privacy Statement:

Web site Privacy Statement on the Use of Information Gathered from the General Public

The University of Texas Health Science Center at San Antonio maintains its Web site, [www.uthscsa.edu/](http://www.uthscsa.edu/), as a service to its students, employees and the public. The following is the privacy policy for this site (all pages within the domain uthscsa.edu):

1. We use cookies to collect information. This information is limited to logging the path a computer user takes through the Web site, or to temporarily preserve information the computer user supplies to complete multi-part web forms. Note: A cookie file contains unique information a Web site can use to track such things as passwords, lists of pages visited, and the date when you last looked at a specific page or to identify your session at a particular Web site. A cookie is often used in commercial sites to identify the items selected for a specific shopping cart application.
2. If you send us an electronic mail message with a question or comment that contains personally identifying information, or fill out a form that e-mails us this information, we will only use the personally-identifiable information to respond to your request and analyze trends. We may redirect your message to another part of our University, another institution, a government agency or a person who is in a better position to answer your question.
3. For site management functions, information is collected for analysis and statistical purposes. This information is not reported or used in any manner that would reveal personally identifiable information, and will not be released to any outside parties unless legally required to do so in connection with law enforcement investigations or other legal proceedings.
4. Information collected from the Health Science Center Web site, including the summary server log information, e-mails sent to

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the Web site, and information collected from Web-based forms, may be subject to the *Texas Public Information Act*.

5. Individuals have rights under Section 559.03(a) of the *Texas Government Code* to correct any erroneous personal information The University of Texas Health Science Center at San Antonio collects. The University has posted procedures for requesting corrections.
6. Except for authorized law enforcement investigations, no other attempts are made to identify individual computer users or their usage habits. Raw data logs are used for no other purpose and are scheduled for regular destruction in accordance with *National Archives and Records Administration General Schedule 20*.
7. We use log analysis tools to create summary statistics, which are used for purposes such as assessing what information is of most interest, determining technical design specifications, and identifying system performance or problem areas. The following information is collected for this analysis:
  - a. Computer User Client hostname - The hostname (or Internet Protocol (IP) address if DNS is disabled) of the computer user/client requesting access.
  - b. HTTP header, "user-agent" - The user-agent information includes the type of browser, its version, and the operating system it's running on.
  - c. HTTP header, "referrer" - The referrer specifies the page from which the client accessed the current page.
  - d. System date - The date and time of the user/client request.
  - e. Full request - The exact request the user/client made.
  - f. Status - The status code the server returned to the user/client.

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- g. Content length - The content length, in bytes, of the document sent to the user/client.
  - h. Method - The request method used.
  - i. Universal Resource Identifier (URI) - The location of a resource on the server.
  - j. Query string of the URI - Anything after the question mark in a URI.
  - k. Protocol - The transport protocol and version used.

Questions about this policy should be sent to the Webmaster at [webadmin@uthscsa.edu](mailto:webadmin@uthscsa.edu).

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