

SafePod Network



SAFEPOD[®]

S E C U R E D A T A A C C E S S

SPN User Policy and Agreement

Copyright

“SafePod” is a registered trademark of the University Court of the University of St Andrews, Scotland, UK.

© 2021. The copyright of the content of this document and any associated, supplementary or supporting documents and any design rights contained therein are owned by the University Court of the University of St Andrews, Scotland, UK.

Version control

Updates to this document will be summarised in the table below.

Version No.	Date	Section	Update
1.1	18/08/20	SPN User Policy and Agreement	Added requirement to only click on authorised Data Centre from SPN Dataset Access Menu.
1.2	05/10/20	SPN User Policy	Added right for SPN to cancel a SafePod booking.
1.3	16/11/20	5.13	Added acknowledgement suggestion; added condition that a researcher cannot use a SafePod without a valid booking confirmation email.
1.4	08/02/21	3.2.3	Added section for a researcher to request access to a SafePod for critical research.
1.5	01.03.21	Throughout document	Minor updates.
1.6	09.03.21	Throughout document	Minor updates.
1.7	15.04.21	3.3.2	Updated identification requirements section. Removed CCTV Governance statement from appendix.
1.8	31.05.21	SPN User agreement	Added sections on investigations and outcomes; minor text updates.
1.9	24.08.21	Darren Lightfoot	Updated section 3.4
1.10	14.09.21	Darren Lightfoot	Added section 3.1.5 for researcher registration; updated section 3.3.2 on identification requirements
1.11	15.09.21	Darren Lightfoot	Added section 3.4.4; updated agreement
1.12	16.09.21	Darren Lightfoot	Added section 5.18
1.13	16.09.21	Darren Lightfoot	Updated section 5.3
1.14	17.09.21	Darren Lightfoot	Updated section 3.4.3
1.15	21.09.21	Darren Lightfoot	Updated sections 3.2, 3.3 and 4; added section 3.3.7

Author

Darren Lightfoot, University of St Andrews.

Contents

1. Document application	3
2. Definitions	4
3. SPN User Policy	6
4. SPN User Agreement	21
5. Contact information	22

Appendix

Summary of SafePod Organisation responsibilities

1. Document application

This document sets out the SPN policy and terms for a person to join the SafePod Network and be able to book and use SafePods.

This document will be updated as and when required. Contact the SPN for further information on this document.

2. Definitions

- **Booked Session:** a continuous time period in a single day where a SafePod has been booked and in use by a Researcher.
- **Data Centre:** an organisation which has agreed to provide access to their datasets from a SafePod.
- **Data Centre thin client:** a thin client that can be provided by a Data Centre for remote access to their data from a SafePod.
- **Emergency alarm:** the alarm within a SafePod that can be used by a SPN User to request attention from the emergency alarm staff.
- **Emergency alarm staff:** a person or persons responsible for attending to an emergency alarm activation during a booked session.
- **Remote data access:** the connection between a SafePod and a Data Centre which provides a Researcher with access to a Data Centre's datasets.
- **Researcher:** a person that analyses datasets for research purposes using a SafePod.
- **SafePod:** SPN prefabricated safe setting that provides the physical security and necessary equipment for access to datasets.
- **SafePod Coordinator:** a member of staff(s) at a SafePod Organisation that is responsible for the operational management of a SafePod in line with the SPN Policy and terms for SafePod Ownership and SafePod Coordinator Manual.
- **SafePod Coordinator Manual:** the document that outlines the duties and procedures to be followed by a SafePod Coordinator for management of a SafePod booked session.
- **SafePod Induction:** the induction that a SPN User must have before using a SafePod for the first time.
- **SafePod Locker:** the locker on the outside of the SafePod for storage of a SPN User's personal possessions.
- **SafePod Network (SPN):** the service run by the University of St Andrews which provides an independent UK network of standardised safe settings for use by Researchers and Data Centres.
- **SafePod Organisation:** the organisation that has purchased and installed a SafePod.
- **SafePod Policy:** the document that provides the policy for SPN Users to use a SafePod.
- **SafePod Researcher Area:** the area inside of a SafePod where a Researcher works. Contains the desk, monitor, writing panel, keyboard and mouse and CCTV system.
- **SafePod Secure Service Area:** the locked area of a SafePod containing the service equipment, the secure storage locker and cupboards A, B and C.
- **SafePod thin client:** the thin client within a SafePod which provides the configuration for remotely accessing datasets from Data Centres.
- **SPN User Agreement:** the document a SPN User signs that provides the policy and terms for SafePod use.
- **SPN Policy and Terms of Ownership:** the document which provides the procedures for management of a SafePod by a SafePod Organisation.

- **SPN User:** a person that uses a SafePod, either a Researcher or a person supporting a Researcher to use a SafePod.
- **Secure Storage Locker:** the lockable area inside the SafePod Secure Service Area for storing Data Centre thin clients and other SPN equipment.
- **Writing panel:** the panel on the inside of a SafePod that can be used by a Researcher to make temporary notes using the supplied whiteboard pens.

End of definitions

3. SPN User Policy

This section provides the SPN User Policy for the booking and use of SafePods.

3.1. General

3.1.1. Policy responsibility

The SafePod Network Director and Manager are responsible for the SPN User Policy and Agreement.

3.1.2. Hours of operation for a SafePod

A SafePod Organisation must offer bookings for their SafePod between the hours of 10am and 4pm on weekdays (excluding public holidays and other unforeseen circumstances) as a minimum. Where additional hours are sought outside of a SafePod Organisation's standard opening times then a Researcher can consult with a SafePod Coordinator.

3.1.3. Contacting SafePod Coordinators

Each SafePod Organisation will have a minimum of two SafePod Coordinators that will manage their SafePod and bookings. Contact details for the SafePod Coordinators will be available from the SPN website.

3.1.4. Pre-requisite requirements to book and use a SafePod

In order to book and use a SafePod, a Researcher must:

- Be registered as a SPN User (which includes completion of the SPN training questionnaire and agreeing to the terms set out herein);
- Be authorised by a Data Centre to access their datasets from a SafePod;
- Signed an appropriate data user agreement and have all project approvals with a Data Centre in place; and
- Have the Data Centre login and password credentials ready for the specific project.

3.1.5. Registration as a SPN user

To register as a SPN User, an individual must submit a registration request through the SPN website. Registrations will generally only be accepted from a valid academic or organisation email address. Where a different email address from these is required to register, then please contact the SPN first to advise on the reasons. Further guidance will then be provided.

All researchers wishing to use a SafePod and persons assisting researchers to use a SafePod will need to register with the SPN. An online training questionnaire must be passed and SPN terms and conditions agreed with to register with the SPN.

3.1.6. SPN website credentials

A Researcher must keep their credentials for accessing the SPN website secure and not divulge them to anyone else. Where it is suspected that these credentials may have been compromised then the SPN must be notified immediately.

3.1.7. SafePod Occupancy

A SafePod is intended for a single person occupancy. However, at a Researcher's discretion and subject to a Data Centre's authorisation, two SPN Users can use a SafePod at the same time. When doing this, SPN Users must pay attention to their comfort inside a SafePod, monitor their wellbeing and ensure that they take regular breaks from a SafePod.

The ventilation system within a SafePod provides the required air changes for two person use.

3.1.8. SafePod Instruction Guide for SPN Users

A Researcher must also read the SafePod Instruction Guide for SPN Users document before first use of a SafePod, which is available from the SPN website. The guide sets out how a SafePod is operated and information for safe use and provides the Display Screen Equipment Workstation Checklist to help set up the SafePod correctly for use.

3.2. SafePod booking procedure

3.2.1. Pre-requisite requirements

A SPN User must have a valid project in place with a Data Centre that has joined the SPN before they can make a SafePod booking request. Details of Data Centres that have joined the SPN are available from the SPN website.

3.2.2. Making a SafePod booking

Booking requests for a SafePod are made on the SPN website. An individual must be registered with the SPN as a SPN User and log in to the SPN website before a booking request can be made.

To make a booking request, a Researcher must:

- Select the SafePod they wish to use;
- Select the Data Centre they wish to access;
- Detail any SafePod requests (see below);
- Detail any accessibility requirements; and
- Provide any further information to the relevant Data Centre and SafePod Organisation for the SafePod booking request.

3.2.3. SafePod requests

At the time of a SafePod booking request, a Researcher can also request to the relevant Data Centre the following:

- A second researcher to attend a SafePod booked session;
- Another person to assist them to use a SafePod;
- The use of a SafePod writing panel for making temporary notes;
- To take books or manuals into a SafePod (must be named);
- To use writing materials in a SafePod; and
- To take devices into a SafePod (must be named and a reason provided for their use);

Note: Where the SafePod booking request form does not include any of the above SafePod requests then the Data Centre has a general policy note to allow it.

3.2.4. SafePod booking request deadlines

A booking(s) for a SafePod should be made by a Researcher as soon as practically possible to allow time for a Data Centre and for a SafePod Organisation to respond to the booking request and organise a SafePod. A minimum three days should be allowed between the booking request and the booking date.

Where a booking request is at short notice (i.e. within three days of the anticipated booking date) it is advised that a Researcher contact the relevant Data Centre and SafePod Organisation to ascertain that the booking process can be completed before completing the booking.

3.2.5. SafePod booking request submission

Once a SafePod booking request is made, this is sent to the relevant Data Centre for approval. A Researcher will receive notification of the SafePod booking request by email. Data Centres are expected to respond to SafePod booking requests within three working days unless there are any administration procedures that a Data Centre needs to complete with a Researcher.

Where a Researcher has not received an outcome of their SafePod booking request within three working days they should contact the SafePod Network for further guidance.

3.2.6. Confirmation for a SafePod booking

Once a SafePod booking request is made, then the relevant Data Centre will review the booking and either approve or decline it. Where a booking request is approved, the researcher will receive a SafePod booking confirmation email detailing all the access conditions to a SafePod (including any SafePod requests) and any instructions for further use of the SafePod.

The SafePod booking confirmation email will be sent from the SafePod Network.

Where a SafePod booking request is declined, then a Researcher will receive notification of this and a reason for the decline.

3.2.7. Accessibility

A Researcher that has accessibility requirements to use a SafePod (such as equipment provision or mobility assistance) can make a request at the time of a SafePod booking. A SafePod Coordinator will review the requirements and contact a Researcher to advise further.

Whilst a SafePod is designed to enable people with wheelchairs to access a SafePod, it is not an independent solution. Therefore, a SafePod Coordinator will need to open a SafePod door on a wheelchair user's behalf when they wish to enter a SafePod. The exit from a SafePod has been designed to allow wheelchair users to leave independently.

Where a Researcher requires assistance from another person to use a SafePod, then this request can be made at the time of a SafePod booking. That person must also have registered with the SPN as a Researcher and agreed to the terms of use and passed the SPN training questionnaire.

3.2.8. Fair use and availability of a SafePod

In order to ensure fair use and availability of a SafePod, a Researcher must only make a booking(s) for a SafePod that they plan to use. A Researcher must not make a booking or blocks of bookings on the chance that they may need to use a SafePod at some point in the future.

3.2.9. Access to a SafePod for critical research

SafePod booking periods are managed by each SafePod Organisation to ensure fair use. However, where a Researcher feels that they need continuous or extended periods of time in a SafePod for critical research that will be of benefit to society and economy then they can request priority access.

To do this, an application must be sent by email to the SafePod Network with the following information:

- Name of the researcher wishing to use the SafePod;
- A summary of the project including datasets that will be accessed and details about why the research requires continuous or extended periods of use in a SafePod;
- The location of the intended SafePod to be used;
- The date period and time periods requested for access to the SafePod; and
- Any other information relevant for the application.

Members of the Advisory Board will review the application and advise the applicant of the outcome as soon as practically possible.

3.3. Arrival procedures at a SafePod

3.3.1. Prior to arrival

Prior to a Researcher attending their booking at a SafePod it is strongly recommended that:

- A written aide memoire for their log in credentials is brought with them. See section 3.4.3; and
- They contact the relevant Data Centre to check that their account and log in credentials are valid.

3.3.2. Location and arrival

A Researcher must only attend at a SafePod Organisation when they have a SafePod booking confirmation email sent from the SafePod Network.

A SPN User must report to the SafePod Coordinator at the location stipulated in the booking confirmation email. A Researcher must arrive in good time for a SafePod booking.

Where a Researcher is going to be late for their booking, they must contact the SafePod Coordinator as soon as possible. A Researcher that arrives more than 30 minutes late for their booking maybe refused access to a SafePod.

A Researcher must also follow any local access policies that are outlined at the time of a SafePod booking.

3.3.3. Identification requirements

Identification requirements for a Researcher

For every SafePod booking, a Researcher **MUST** bring one of the following pieces of photographic identification with them:

- A valid passport; or
- A valid driving licence.

Copies of identification are **NOT** acceptable.

A Researcher that does not bring either one of these pieces of identification with them **WILL BE REFUSED** access to a SafePod.

A SafePod Coordinator will check a Researcher's identification to confirm that:

- the identification is valid;
- the name on the identification matches the name of a Researcher that has booked a SafePod;

- that the photo in the identification matches the person who has presented at the SafePod Organisation.

If these checks are not met, then a Researcher will be refused access to a SafePod.

Identification requirements for a second Researcher or for a person providing support to a Researcher

If there is a second Researcher or a Researcher is being supported by another person to use a SafePod, then they **must also bring identification** as outlined in section 3.3.2. Their identification will also need to be checked on arrival as detailed above. If these checks are not met, then this person will be refused access to a SafePod.

Where photographic identification is no longer representative

Where a Researcher's photographic identification is no longer representative of themselves, then the Researcher should contact the SPN for further guidance on identification requirements for access to a SafePod.

3.3.4. Local procedures

Once a Researcher's identity has been checked, a SafePod Coordinator will then carry out the following:

- Issue the correct SafePod door access swipe card;
- Advise on their organisation's fire evacuation instructions;
- Check that a Researcher has a SafePod Coordinator mobile phone number and any other necessary contact numbers;
- Detail any local organisation policies to be followed, which may include a lone working policy;
- If a Researcher has been approved by a Data Centre to take books or manuals, writing materials or devices into a SafePod, a SafePod Coordinator will ask a Researcher to declare them. Books and manuals will then be checked against the list provided by a Data Centre in the booking confirmation email. Any books not on the list will not be allowed into a SafePod;
- Check if a Researcher has used a SafePod before. If not, then a SafePod Coordinator will complete a SafePod induction with a Researcher (see section 3.3.5) after the Researcher arrival procedures are complete;
- Check with a Researcher if they need to use their mobile phone or USB stick as part of the log in procedures for access to their project dataset;
- Issue a SafePod locker code, if required;
- Advise a Researcher to keep the main light switched on when they occupy a SafePod;
- Advise a Researcher to complete a display screen equipment assessment before they use a SafePod; and
- Complete any other local procedures.

3.3.5. SafePod induction

A Researcher must have a SafePod induction prior to first use of a SafePod. A SafePod Coordinator will carry out the induction. A summary of the induction is provided below:

- Show a Researcher how to open and close the SafePod locker;
- Show a Researcher how to open and close a SafePod using the door controller swipe card;
- Advise a Researcher that a SafePod has a manual door override key kept nearby in case of emergency;
- Show a Researcher how to activate and reset the emergency alarm;
- Show a Researcher the CCTV camera and advise this will be switched on if authorised by a Data Centre for their booked session;
- Show a Researcher how to operate the height adjustable desk;
- Show a Researcher how to use the telephone and the telephone number sheet;
- Show a Researcher how to operate the lighting system. Advise that in the event of a power cut the emergency lighting will switch on;
- Show a Researcher how to operate the door viewing system. These are used to ascertain who might want to come into a SafePod when a Researcher is inside;
- Advise a Researcher that opening the door will switch the monitor off;
- Advise a Researcher that emergency or fire alarm activations will automatically unlock a SafePod door;
- Show a Researcher how to adjust the monitor position;
- Show a Researcher how to adjust the monitor display settings;
- Show a Researcher how to adjust the chair;
- Remind a Researcher that if they don't feel well, they should leave a SafePod and seek help or phone a SafePod Coordinator;
- Remind a Researcher to complete a display screen equipment assessment before they use a SafePod;
- Remind a Researcher that a main SafePod light switch must always be turned on when they are inside a SafePod to power the occupancy light; and
- Ask a Researcher if they have any questions relating to a SafePod and its use.

A SafePod induction check sheet is provided to assist with this and is available from the SPN website.

3.3.6. SPN User possessions

All possessions that a SPN User brings with them to a SafePod booked **session must be placed into a SafePod locker** located on the outside of a SafePod. Under **no circumstances** must a SPN User take any possessions into a SafePod (except for possessions that are explicitly authorised by a Data Centre as detailed in the section below).

For the avoidance of any doubt, possessions include mobile phones and all other communication devices, writing materials, tablets, laptops, smart watches, Bluetooth enabled headsets and other electrical devices and equipment.

A SafePod locker is designed to accommodate a small luggage item and small personal possessions. Bulky possessions must not be brought by a SPN User to a SafePod booking. A PIN will be provided by a SafePod Coordinator to lock and unlock a SafePod locker.

All possessions placed into the SafePod locker are at a Researcher's own risk.

3.3.7. Data Centre possession exemptions

A Data Centre can provide authorisation for the following items to be taken into the SafePod:

- Mobile phone for the purposes of logging in to access project datasets;
- Mobile phone for personal use;
- Written aide memoire for log in credentials;
- Books and manuals (must be named and requested at the time of a SafePod booking request);
- Writing materials (must be requested at the time of a SafePod booking request);
- SafePod writing panel (must be requested at the time of a SafePod booking request); and
- Devices to assist with research (each device must be individually named, and a reason provided for their use at the time of a SafePod booking request).

Authorisation for possessions in a SafePod

The relevant Data Centre will determine any possessions that can be taken inside a SafePod. These will be communicated in the SafePod booking confirmation email. If the possession is not listed on the SafePod booking confirmation email, then it **cannot** be taken inside a SafePod.

3.3.8. Access conditions and instructions for a SafePod

A Researcher must follow all access conditions and instructions for a SafePod which are detailed in the SafePod booking confirmation email.

3.4. Using a SafePod

3.4.1. SafePod Instruction Guide for SPN Users

A separate guide provides information on how to use a SafePod. This is available from the SPN website. **This must be read by a Researcher before first use of a SafePod.**

3.4.2. Dataset access

A SafePod provides multiple options for a Data Centre to provide access to their datasets as detailed below.

Remote dataset access: SPN Dataset Access Service

This is a SPN IT system that provides secure remote connections to different Data Centres for researchers to access their project datasets. A Researcher selects the Data Centre they

would like to connect with from the main menu on the monitor. In most cases this is the system that will be used.

Remote dataset access: Data Centre thin client

A Data Centre can provide their own thin client for installation into a SafePod for remote access to their datasets.

Local dataset access: PC or hard drive

In some circumstances a Data Centre may provide a PC or a hard drive containing the research data for installation in a SafePod.

3.4.3. Logging on to access project datasets

Credentials and devices

Generally, a Researcher must memorise their log in credentials provided by the relevant Data Centre and have any devices authorised with them to log into a Data Centre to access their project details. Researchers must check the booking confirmation email to make sure of what is required to log in.

Aide memoire

It is **strongly recommended** that an aide memoire for log in credentials is brought and stored in the SafePod locker in case the credentials are forgotten. The aide memoire must not be brought into the SafePod Researcher Area unless explicitly advised by the Data Centre, which will be detailed in the booking confirmation email.

Where a Researcher feels that they will be unable to remember their log in credentials, then it is recommended that they request the use of a written aide memoire to be taken into the SafePod with them. To make this request use the 'Additional information' box on the SafePod booking request form.

Procedures prior to log in to access project datasets

Before logging onto access your project datasets, a Researcher must ensure that only they (and any other approved person) are inside the SafePod and that the SafePod door is closed. SafePod Coordinators are **not allowed** inside a SafePod from this point.

Logging on using the SPN Dataset Access Service

Select a Data Centre that you wish to log onto from the SPN Dataset Access Service menu on the monitor screen. You will then be connected to the Data Centres system for access to your project datasets. Follow instructions and enter your credentials as advised by the Data Centre to log onto their system.

A Researcher **must only** click on the Data Centre they are authorised to access from the SPN menu for their booking. A two step process is in place to ensure that a Researcher does not connect accidentally to another Data Centre.

If a Researcher does connect to a Data Centre other than the one authorised in the booking confirmation email, then this will be treated as a **serious breach** of the SPN User Agreement.

Logging on using a Data Centre thin client or PC

A Researcher must follow instructions provided by the relevant Data Centre to log on and access their project datasets from a Data Centre thin client or PC.

Issues with logging on

Any issues concerning the procedures and credentials for logging into a Data Centres system for access to project datasets is between a Data Centre and a Researcher, and not a SafePod Organisation. The SafePod telephone can be used for communication with a Data Centre to resolve issues.

Power and networking issues

Issues concerning power or local networking that is preventing a connection to a Data Centre are the responsibility of the SafePod Organisation and must be reported to a SafePod Coordinator.

3.4.4. Logging out when taking a break from SafePod

It is for the relevant Data Centre to determine whether a SPN User must log out or suspend their session before taking a break from a SafePod. Refer to the Data Centre's user agreement or contact them for further guidance.

3.4.5. Statistical disclosure control

Procedures for statistical disclosure control are the responsibility of the relevant Data Centre.

3.4.6. SPN User safety

Fire alarm

A fire alarm is fitted into a SafePod which is connected to a SafePod Organisation's fire alarm system. On hearing or seeing a fire alarm in a SafePod, a SPN User must make their workstation secure and leave a SafePod immediately. A SPN User must follow the fire evacuation instructions provided to them by a SafePod Coordinator on arrival for a SafePod booked session.

Emergency alarm

The SafePod emergency alarm is provided to enable a SPN User to raise an alarm in case of an emergency whilst in the SafePod. If the alarm is activated, a ringing sound and flashing light will activate to attract attention from outside the SafePod. A SPN User must familiarise themselves with the location of the emergency alarm and emergency alarm reset button.

Each SafePod Organisation must provide staff to respond to an emergency alarm activation.

SPN User breaks

A SPN User should determine when they should take a break from a monitor and SafePod. Guidance can be found by searching for 'Health and Safety (Display Screen Equipment) Regulations 1992. Regulation 4' and the document is in the appendix of the 'SafePod Guide for SPN Users'.

SPN User unwell

If a SPN User is feeling unwell whilst using a SafePod, they must take an appropriate course of action dependent on their circumstance which may include:

- To contact a SafePod Coordinator;
- To raise an emergency alarm;
- To contact the emergency services using a SafePod telephone (if available);
- To leave a SafePod.

Where possible a Researcher should log off from their session in a SafePod if they need to leave a SafePod.

Display screen assessment of workstation

A Researcher is required to complete a display screen-assessment of their workstation before they start work in a SafePod. Full details are available in the SafePod Guide for SPN Users.

Occupancy light

A small red occupancy light is provided in the ceiling of the vestibule area of a SafePod. This is linked to the main light switch in a SafePod. A SPN User must ensure that the main SafePod light is **switched on** (which can be dimmed) before starting your session. This is so that a SafePod Organisation's staff can easily know whether a SafePod is occupied or not.

3.4.7. CCTV recording

Data Centre use

If CCTV recording is part of a condition for a Researcher to access a Data Centre's datasets, then a SafePod CCTV camera will be turned on and record a Researcher's booked session. Authorised staff at a Data Centre may then view live or historical footage for the purposes of compliance with the agreements a Researcher has signed with.

Notification

The SafePod booking confirmation email will advise whether CCTV will be switched on for the SafePod booked session.

SafePod Organisation use

A SafePod Organisation may request access to CCTV footage of a SafePod booked session where suspected damage to their SafePod has occurred.

SPN use

CCTV footage may be used by the SPN to help determine whether the terms of the SPN User Agreement have been upheld.

Retention period

CCTV footage is automatically deleted after a maximum of 30 days unless a security breach is suspected. In this case footage will be kept as needed to resolve the security breach and then deleted.

Use of CCTV for a Researcher's safety

For the avoidance of any doubt, the CCTV system is **not used** as a monitoring device for a Researcher's safety inside a SafePod.

Further reading

Refer to the SPN Privacy notice for further uses of the SPN CCTV System. Refer to the CCTV Governance Statement for more information on the SPN CCTV System. Both documents are available from the SPN website.

3.4.8. Writing panel

A SafePod provides a writing panel, whiteboard pens and a whiteboard eraser for a Researcher to make temporary notes during a booked session, **if authorised** by the relevant Data Centre. A Researcher must request to use these at the time of booking. The relevant Data Centre will then determine whether to authorise the request.

Where a writing panel has not been authorised for use by the relevant Data Centre then a Researcher must not use it.

At the end of a booked session, if a writing panel has been used then a Researcher must ensure that it is wiped clear of any notes made.

If whiteboard pens or eraser are faulty, then a Researcher must contact a SafePod Coordinator to advise and request a replacement.

3.4.9. Door access control cards

A Researcher will be provided with a swipe card to access a SafePod. This card must not be given to anyone else.

Lost or stolen swipe cards must be reported immediately to a SafePod Coordinator. A SafePod Organisation may request a small fee from a Researcher to cover the cost of a lost or stolen replacement card.

3.4.10. Security breaches

A SPN User must report any suspected security breaches regarding a SafePod **immediately** to a SafePod Coordinator. Examples of security breaches could include:

- A person attempting to access a SafePod;
- A recording device found inside a SafePod;
- A colleague inside a SafePod recording information from the monitor; or
- Damage to a SafePod.

A Researcher must comply with any reasonable request for information made from the SPN and/or a SafePod Coordinator regarding any suspected or actual incident in SafePod use.

3.4.11. SafePod Coordinator unavailability

If during a booked session, a Researcher is advised by a member of SafePod Organisation staff that a SafePod Coordinator is unavailable (most likely due to emergency reasons), then a Researcher must end their booked session.

Follow procedures as outlined in section 3.5.2.

3.4.12. Lone working procedures

A SafePod Organisation may have their own lone working procedures for a SPN User. Details of any lone working procedures will be provided to a SPN User on arrival to use a SafePod.

3.4.13. Food and drink in a SafePod

Food and drink is not permitted within a SafePod, except for bottled water.

3.4.14. SafePod telephone

A telephone is fitted into a SafePod as standard. A Researcher must use this only to ring the numbers on the provided telephone sheet and to ring 999 in an emergency. **No other numbers are permitted to be dialled out.**

Note that in some circumstances a Data Centre may determine that as part of their dataset access conditions, the SafePod telephone is not permitted inside of the SafePod. Where this is the case then the SafePod telephone will be removed from the SafePod by the SafePod Coordinator prior to the booking starting.

3.5. Ending a SafePod booked session

3.5.1. Reasons for ending a SafePod booked session

A SafePod booked session will end when:

- A Researcher advises a SafePod Coordinator that they have finished using a SafePod;

- The time a SafePod was booked until has been reached (unless agreed otherwise between a SafePod Coordinator and a Researcher); and
- A SafePod Coordinator needs to go off duty for emergency reasons.

3.5.2. End of a SafePod booked session procedures

Once a SafePod booked session has ended, a SafePod Coordinator will attend at a SafePod, and a Researcher must:

- Have left the SafePod Researcher area clean and tidy;
- Cleaned the writing panel (if used) so it is free of notes;
- When they leave to ensure the SafePod door is locked shut;
- Ensure that they have collected all their personal possessions from a SafePod Locker;
- Ensure the SafePod Locker is locked;
- Provide any books or manuals used for inspection by a SafePod Coordinator;
- Return the SafePod door swipe card to a SafePod Coordinator; and
- Complete any local procedures issued by a SafePod Coordinator.

SafePod Coordinator unavailability

In the unlikely event that a SafePod Coordinator is unable to attend a SafePod to complete end of booked session procedures, a Researcher must still complete the procedures as outlined in section 3.5.2 except for the return of the door swipe card which must be either returned to another member of a SafePod Organisation staff if requested or kept by a Researcher. A Researcher must await further instructions from a SafePod Coordinator for the return of the swipe card.

3.6. Cancelling a SafePod booking

A Researcher can cancel a SafePod booking by logging into the SafePod Network website and viewing their bookings. Select the cancellation option.

A Researcher should be mindful of only making bookings that they plan to attend. Where a Researcher repeatedly does not attend for SafePod bookings made then the matter will be reviewed by the SPN in line with the SPN sanctions policy.

3.7. Right for the SPN to cancel a SafePod booking

The SPN can cancel a SafePod booking made by a Researcher at any time and for any reason. Notification will be provided to the Researcher of the cancellation as soon as possible using the email address registered with the SPN or by contact telephone number.

Where a cancellation is required for operational or urgent research reasons, then the SPN will attempt to provide an alternative SafePod for the Researcher to use.

3.8. Right for a Data Centre to cancel a SafePod booking

A Data Centre can cancel a SafePod booking made by a Researcher at any time and for any

reason. Notification will be provided to the Researcher of the cancellation as soon as possible using the email address registered with the SPN or by contact telephone number.

3.9. Right for a SafePod Organisation to cancel a SafePod booking

A SafePod Organisation can cancel a SafePod booking made by a Researcher at any time and for any reason. Notification will be provided to the Researcher of the cancellation as soon as possible using the email address registered with the SPN or by contact telephone number.

4. SPN User Agreement

You must agree to the following conditions to join the SPN.

4.1. Registering with the SPN

You must register with the SPN and pass an online training questionnaire based on the policy in this document before you can book and use SafePods. Registration is available from the SPN website.

Registration with the SPN means that **you accept** the policy and terms of the SPN User Agreement.

4.2. SPN User Policy

You must read, understand and abide by SPN User Policy when using a SafePod.

4.3. SPN User behaviour

- You must not record or capture information from the display on a SafePod monitor unless explicitly authorised to do so by the relevant Data Centre;
- You must not allow, provide access or divulge details to enable another person to enter a SafePod;
- You must not use a SafePod without a valid booking confirmation email provided by the SPN;
- You must only use the SafePod in compliance with the conditions and instructions provided in the booking confirmation email;
- Under no circumstances must a mobile phone or any other communication device be taken into a SafePod unless explicitly authorised by a Data Centre. Where this is the case this will be detailed in a SafePod booking confirmation email.
- You must not provide your SafePod door access swipe card to anyone else;
- You must not tamper with a SafePod monitor or keyboard;
- You must not tamper with a SafePod CCTV camera;
- You must not provide the SafePod locker PIN to anyone else;
- You must not access or attempt to access a SafePod Secure Service Area (which is an area on the outside of a SafePod for holding SafePod IT hardware and equipment);
- You must comply with instructions provided by a SafePod Coordinator to enter, use or leave a SafePod;
- You are reminded to only carry out work within a SafePod in accordance with your data sharing agreement with a Data Centre;
- You must keep a SafePod desk clean and tidy;
- You must not sit on a SafePod desk;
- If you become aware of possible security breaches, you must contact a SafePod Coordinator immediately;

- If a SafePod writing panel is used, you must wipe it clear of any notes at the end of your booked session;
- You must pay attention to your wellbeing whilst in a SafePod and leave or contact a SafePod Coordinator if feeling unwell;
- You must always keep the main SafePod light (dimmable) on whilst occupying a SafePod;
- You are strongly advised to complete a display screen equipment self-assessment before using a SafePod;
- When using the SPN Dataset Access Menu you must only click on the Data Centre you are explicitly authorised to access;
- You must only use the SafePod telephone to dial out to the numbers provided on the telephone sheet; and
- You must not take food or drink into a SafePod (except for bottled water).

4.4. Identification requirements for a SafePod booked session

You must provide the valid identification (as outlined in section 3.3.2 of the SPN User Policy) for each SafePod booked session. Access to a SafePod will be refused without valid identification.

4.5. Security breaches

You agree to cooperate with the SPN with regards to any security breach at a SafePod. You must notify a SafePod Coordinator about any security concerns or suspicious activities you may observe in your use of a SafePod.

4.6. Data sharing agreements

You are reminded to abide by any data sharing agreements in place with a Data Centre to use a SafePod.

4.7. Researcher books and manuals

You must declare any books or manuals authorised for use by a Data Centre to the SafePod Coordinator before your booked session starts. You understand that it is at the sole discretion of a SafePod Coordinator as to whether books or manuals can be taken into a SafePod.

You agree to allow a SafePod Coordinator to view your books and manuals at any time. In the event of a suspected security breach, you allow a SafePod Coordinator to hold onto any books and manuals temporarily, for the purposes of evidence gathering related to such a breach.

Books will be released back to the Researcher on conclusion of the investigation into the security breach.

4.8. SafePod booked session - arrival and end times

You must make every effort to attend your booked session at the time agreed and follow any local access policies that a SafePod Organisation has put in place.

You agree to contact the SafePod Coordinator at the earliest opportunity if you are going to be late.

A booked session can be terminated by the SafePod Organisation if you are more than 30 minutes late.

You must end your booked session no later than the time agreed.

4.9. CCTV personal data

You acknowledge that it is for a Data Centre to determine whether CCTV monitoring is required whilst accessing their datasets from a SafePod. Where this is the case, a Data Centre will make this a contractual requirement with you. Where CCTV is to be recorded then you must also receive sight of the relevant privacy notice from a Data Centre.

Your CCTV personal data will also be used as described in the SPN User policy of this document.

4.10. SPN User registration and SafePod bookings personal data

Personal data provided through your registration and for SafePod bookings will be used in line with the SPN Privacy Notice. A copy is available from the Policies and Assurances page on the SPN website.

4.11. Falsification of information

You must not falsify any information related to your SPN registration, bookings and use of any SPN services.

All information related to a SafePod booking and use will come from the safepodnetwork@st-andrews.ac.uk email address. Where you receive information about the SPN that you suspect is fraudulent or has not originated from the SPN email address then this must be reported to the SPN.

4.12. SafePod bookings and use

You acknowledge that whilst every effort is made to ensure that you can make a SafePod booking and use a SafePod, there may be times where this is not possible, and which might also be at short notice.

Examples include:

- The SafePod Network website not available to make a SafePod booking;
- The internet at the SafePod Organisation you are visiting not working;
- Staff at a SafePod Organisation or Data Centre not available; and
- Issues with a Data Centre's server or IT platform to access your project datasets.

Where this occurs, the SafePod Network accepts no liability for any consequences that may arise because of you not being able to book or use a SafePod or access your project datasets.

4.13. Damage to SPN equipment

You are responsible for any damage (including accidental) caused to SPN products and equipment during your use of a SafePod. The full cost to cover any repair or replace the SPN products or equipment will be charged to you by the SPN.

4.14. SPN acknowledgement

Should you wish to acknowledge the use of SafePod in the publication of your research please use the following statement:

'The SafePod Network (SPN) was used for secure access to datasets needed for the research detailed in this publication. The SPN is funded by the Economic and Social Research Council and is run by the Scottish Centre for Administrative Data Research. The SPN is part of the ADR UK programme. For more information visit www.safepodnetwork.ac.uk. SafePod is a registered trademark of the University of St Andrews.'

4.15. Updates to contact information

If your email address has changed after you have registered with the SPN you will need to re-register, which will involve accepting the terms and passing the SPN training questionnaire before you can book a SafePod again. Please contact the SPN for further information.

4.16. Updates to the SPN User Agreement

Updates to the SPN User Agreement will be notified to you by the email you have registered with the SPN.

The update to the SPN User Agreement will have effect from the date that the notification was sent by the SPN. For the avoidance of doubt, any delay or failure for the notification to be received or read by you shall not invalidate the effect or date of the update notification.

The latest version of the SPN User Agreement is available to download from the SPN website. Version updates to the policies and procedures are highlighted at the start of each document.

4.17. Use of personal data for investigating suspected breaches

Where it is suspected that you have breached this agreement and / or a Data Centre agreement when using a SafePod, then the following information may be used to establish if any breach has occurred:

- Your SPN User registration data;
- Your SafePod bookings data;
- Any CCTV footage captured during your use of a SafePod;
- Any information submitted by you to a SafePod Coordinator or the SPN; and
- Any reports created.

The information listed above may be provided to the relevant Data Centre and / or the SPN as necessary for their independent review and action. The SPN may advise your affiliated organisation of an investigation and / or the outcome of an investigation where there is a lawful basis to do so.

4.18. Suspension of SPN registration for suspected incidents

If there has been a suspected incident involving you regarding a breach of the SPN User Agreement or any other data access agreements you have signed to access data from a SafePod, then your SPN user account will be suspended until the incident has been investigated.

This will mean you will be unable to book and use SafePods during this time of suspension.

4.19. Investigation outcomes

If it has been established that a breach of this agreement has taken place, then the SPN may apply the following outcomes:

- Advice, training or warning provided to you regarding the breach of the agreement;
- Your SPN User registration temporarily or permanently revoked (meaning you will not be able to make SPN bookings or use SPN services). If permanently revoked, the SPN reserves the right to refuse to accept any future applications for a SPN User registration from you.

The SPN may also contact Data Centres who are part of the SPN to advise them of a breach of this agreement by you.

A Data Centre can take their own independent action with you where you have breached this agreement or any agreement you may have signed with that Data Centre for access to their datasets.

Outcomes of an investigation may also be shared with:

- Your affiliated organisation;
- Any other Data Centre that provides datasets for research purposes;
- The SPN funder.

Please note the above list is not exhaustive.

The SPN will keep a record of a breach of this agreement for the period in line with the investigation outcome.

4.19.1. Right to appeal

If you wish to appeal any sanction applied by the SPN, then you should email safepodnetwork@st-andrews.ac.uk clearly outlining the reason(s) why you are appealing. The appeal will be reviewed by the members of the SPN Advisory Board, except for any member that is part of an organisation that may already be party to the initial sanction given.

5. SPN contact information

Darren Lightfoot
SPN User Support Service
University of St Andrews
Irvine Building
North Street
St Andrews
KY16 9AL

Website: www.safepodnetwork.ac.uk

Telephone: 01334 463901

Email: safepodnetwork@st-andrews.ac.uk

APPENDIX: SafePod Organisation responsibilities

This section details a summary of the main responsibilities for a SafePod Organisation to ensure a Researcher can use a SafePod.

An operational SafePod

A SafePod Organisation must ensure that their SafePod is operational and fit for use by a Researcher.

SafePod opening hours

A SafePod Organisation must ensure that a SafePod is open for booking and use in line with the SPN Policy and Terms for SafePod Ownership document.

SafePod staff roles

A SafePod Organisation must ensure that SafePod staff are in place and carry out their roles for the operation and management of a SafePod line with the SPN Policy and Terms for SafePod Ownership and SafePod Coordinator Manual.

SafePod equipment and resources

A SafePod Organisation must provide the equipment and resources for the operation of a SafePod in line with the SPN Policy and Terms for SafePod Ownership document.

Researcher access to a SafePod

A SafePod Organisation must allow both internal and external Researchers to book and use their SafePod.



SAFEPOD[®]

SECURE DATA ACCESS

