Guidelines for using Microsoft Teams

This document contains important information about using Microsoft Teams. Please ensure that you have read and understood it.

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# Scope and Purpose

The purpose of this document is to provide all users with important information relating to Microsoft Teams. This covers privacy information for all users regarding call recording, details of specific matters that are not permitted to be recorded, and etiquette for chat and calls.

# Retention of chat and conversations

Microsoft Teams saves a copy of all chat and all conversations (one to one and group), even if you delete it afterwards. You should be aware that anything you write down could be asked for in an information access request.

Make sure you do not write anything that you would not want someone else to read.

# Recording of Teams Meetings

**Routine calls made through Teams are not recorded or stored by the University.**

The ability to record a Teams Meeting has many advantages. It can benefit a number of University activities, including the delivery of training events, briefings, webinars and the discussions of projects; discussions and content can then be referred to or made available as an ongoing resource.

**Teams Meeting recordings will be accessible to all invitees to that meeting via Microsoft Stream.**

The organiser of the Teams Meeting will have the option to record the call if they choose. Access to this functionality will be subject to the below requirements and responsibilities:

**Meeting Organiser:**

* By default, Teams will automatically display a message informing all those on the meeting that the meeting call is being recorded. In addition to this, the meeting organiser should also let participants know recording is taking place prior to recording commencing.
* The meeting organiser will be responsible for the onward sharing, dissemination, retention and deletion of recorded calls. If the intention is for the recording to be shared beyond those that have participated in the meeting call, or published, this should be explained to participants prior to the recording taking place.
* Should a meeting participant have concerns about being recorded they should be reminded that they should mute their participation in the meeting.
* The meeting organiser will act as the first point of contact for any queries arising regarding the meeting call recording. If the query is regarding a technical issue regarding storage, access or deletion this should be referred to DTS for advice. If the query is regarding matters relating to personal information, this should be referred immediately to imps@reading.ac.uk.
* Access to, or copies of, recordings must be provided to the IMPS team if requested by the meeting organiser.
* Meeting organisers are responsible for ensuring that restrictions on Teams Meeting recordings are abided by (these are given below).

**Meeting participants:**

* If any Teams Meeting participants have concerns about being recorded, these should be discussed with the meeting organiser in the first instance.
* Teams Meeting participants should ensure they have muted their microphone if they do not wish to be recorded.
* If a Teams Meeting participant has a concern or query regarding matters relating to recorded personal information, this should be referred to imps@reading.ac.uk

**All participants:**

* Use of Microsoft Teams and Teams Meeting recording is subject to [Regulations for the use of the University's IT Facilities and Systems](http://www.reading.ac.uk/web/files/its/Regulations_for_the_use_of_the_University%27s_IT_Facilities_and_Systems_v1.3.pdf) and University Polices.

# What topics should I not record?

**Recording of a Teams Meeting is not permitted for some limited University matters.** If you have any doubts as to whether your Teams Meeting will fall under any of the below categories, you should contact DTS in the first instance for advice.

Call recording is **not permitted** where the meeting includes discussions about individuals with regards to any of the below. This includes current, former or prospective students or staff:

* Disciplinary matters
* Individual performance and attendance issues
* Matters subject to grievances or disputes
* Occupational health matters
* Counselling, wellbeing or welfare
* Security reports or incidents

# Retention of a Team

Microsoft Teams is designed as collaborative space and not as long term storage for business critical files; you should ensure that any records that require long term retention are not stored in Teams or are moved to a more suitable location for longer term storage.

Each Team must be assigned a minimum of two Owners and it is the responsibility of the departing Team Owner(s) to ensure the Team is handed over should it need to be retained.

By default, Teams will be enabled for one year. After 11 months, the owner(s) of the Team will be asked to confirm whether they wish to keep the Team for a further year. If they choose to renew it, one year will be added to the expiry date. If they do not answer, but there is some activity in the Team by any member it will be automatically renewed.

When a Team is deleted, all artefacts pertaining to that Team (files, conversations, meeting recordings, One Notes etc.) will be deleted from Office 365, and can only be retrieved by request to the DTS Service Desk. Please be aware that there is a 30 day window in which this may be possible and there are no guarantees that anything can be recovered in the 30 days.

# References

This policy should be read in conjunction with the following documents:

[Regulations for the use of the University's IT Facilities and Systems](http://www.reading.ac.uk/web/files/its/Regulations_for_the_use_of_the_University%27s_IT_Facilities_and_Systems_v1.3.pdf)

# Contact

If you have any comments or questions about this document, please contact:

imps@reading.ac.uk

it@reading.ac.uk

# Version control

| Version  | Keeper | Reviewed | Approved by | Approval date |
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