

Data Transfer and Retention Policy

Effective Date: January 1, 2025

This Data Transfer and Retention Policy applies to all Montclair State University Computers administered by CEEL Technology Services.

CEEL Technology Services will perform data transfers as appropriate in the normal course of maintaining, repairing, and/or otherwise resolving issues impacting usage of a Montclair State University Computer administered by CEEL Technology Services.

All data transfers completed by CEEL Technology Services, regardless of purpose (Computer Lifecycle Replacement, Reimage of a Hard Drive, etc...), will be held for ten (10) business days from the date the computer is returned to your possession. The intention is to provide ample opportunity to confirm data integrity on the returned Montclair State University Computer.

If your computer has been returned to you with data reloaded, you will be advised of this fact. You will be advised to carefully review your data to ensure that everything has transitioned to your machine appropriately.

You will receive a copy of this notice as a function of signing, for your reference. In addition, a copy will be attached to the incident in the University's Help Desk Ticket System for future reference.

You will be included on a calendar invite reminding you of the end of your data retention period.

If you should notice a data discrepancy, contact CEEL Technology Services via email or phone immediately. CEEL Technology Services can be reached at ceel-tech@montclair.edu or (973) 655-4472.

If you do not contact CEEL Technology Services prior to the end of your data retention period we will assume that your data has been transferred appropriately and any retained data will be deleted.

Data Transfer and Retention Policy

Version: 1.0

Effective Date: 09-15-25

Approved By: CEEL Technology Services - Megan Hurley

1. Purpose

This policy outlines the standard procedures and responsibilities for the transfer and temporary retention of user data on Montclair State University computers administered by CEEL Technology Services. Its purpose is to ensure data integrity during system maintenance, imaging, or device replacement, while protecting user privacy and meeting operational needs.

2. Scope

This policy applies to:

- All Montclair State University computers maintained or administered by CEEL Technology Services.
 - All data transfers performed in the course of computer lifecycle replacements, hardware reimaging, or technical support interventions.
 - All university faculty, staff, and student employees whose university-owned computers are serviced by CEEL Technology Services.
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3. Responsibilities

3.1 CEEL Technology Services

- Perform data transfers as appropriate during support or maintenance tasks.
- Notify the user when data has been reloaded to a repaired or replaced device.
- Retain transferred data for **ten (10) business days** following the return of the computer.
- Delete retained data once the 10-business-day retention window has closed, unless otherwise instructed.

3.2 Employee

- Review all restored data immediately upon receiving a reimaged or replaced computer.
 - Contact CEEL Technology Services if any data is missing or incorrect.
 - Respond before the end of the data retention period if concerns exist.
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4. Data Transfer Procedures

Data transfers may occur during the following scenarios:

- Computer lifecycle replacements.
 - Hard drive reimaging or repairs.
 - Other support cases where CEEL Technology Services determines a data backup is appropriate.
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5. Data Retention Timeline

- Data transferred and held by CEEL will be retained for **ten (10) business days** after the device is returned to the user
 - If no issues are reported by the end of that period, CEEL will assume the data transfer was successful and delete the retained data
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