Paging Message Retention Policy

Abstract:

This policy sets forth the standards under which messages and their corresponding record data being sent and received through UAB's In-House RF Paging System are stored and deleted after a set timeline to ensure the safety and security of the information contained in the messages.

BACKGROUND

The purpose of this policy is to define and set the maximum timeframe that messages and their corresponding records sent through UAB's I-House Paging System are stored and remain available for review by UAB Departments and outside organizations under contact with UAB for messaging services.

SCOPE

This policy applies to all UAB campus and hospital personnel, students, and employees of outside organizations under legal contract with UAB for RF based paging messages. This policy does not address paging message services provided by outside vendors that may provide similar messaging supplemental services for expanded regional range.

DEFINITIONS

PAGES: Messages delivered over UAB's UHF and 900MHz Radio Frequency (RF) Network to a dedicated receiving device provided to a subscriber by the Department of Radio Paging.

E-PAGING: Messages delivered through the In-House paging systems to a subscriber's authorized LTE device and/or official UAB email address.

PAGER: Dedicated receiving device with specific identification protocols assigned and issued to a subscriber by UAB Radio Paging for receiving messages from the paging system.

RF: Radio Frequency references those frequencies that are a part of the Radio Frequency Spectrum and in our case the specific frequencies licensed and assigned to UAB by the FCC for message delivery

POLICY STATEMENT

UAB is committed to protecting the delivery of all critical messaging, involving patient care and status, campus and hospital critical infrastructure messages, and student and employee safety. UAB is also committed to the safe retention of these types of messages, their corresponding records, and their eventual safe and secure deletion from records storage databases.

General Principles

The purpose of UAB's In-House paging system is to deliver critical patient status/care data, campus and hospital infrastructure system messages, campus safety, and other important messages to UAB personnel, student, and outside agencies contracted with us for messaging. Information is a key factor in the world today. It offers a form of knowledge and power that can be abused and cause harm to individuals and institutions. Our retention policy helps to secure critical messages delivered through the paging system. Modern communications are an ever evolving and changing field and environment, new threats can arise at any time. Therefore, this policy in its present form is subject to alteration and modification to keep pace with changing technology, rules and guidelines.

The Department of Radio Paging will retain the actual messages, and their corresponding records sent through the In-House paging system for a period of 3 years from the date the message is sent from the system to the corresponding subscribers. Once messages reach an age of 3 years the message itself and corresponding records will be removed from the paging system and its databases and will cease to exist on any of our systems.

Subscribers with questions about actual messages, delivery times, and other concerns about messages can request transcripts/copies of the messages and record keeping data during the retention period by contacting UAB Radio Paging offices at:

Suite 101 1717 11the Avenue South, Birmingham, Alabama, 35294 Office # 205-934-2599 FAX # 205-975-6214 or
paging@uab.edu

Responsibilities

Division of UAB Police and Public Safety/Department of Radio Paging

Under the direct supervision of the Director of Physical Security/Radio Paging and Associate Vice President-Public Safety and Chief of Police. The UAB Department of Radio Paging Is tasked with the administration, maintenance, and upkeep of the In-House paging system. Issuance, tracking and management of end user devices (pagers), message forwarding to authorized LTE devices and authorized email addresses. It manages message databases and all records involved with the messages and their delivery to subscribers. Its staff will provide transcripts, message delivery information and tracking as requested by subscribers, and ensure under the direction of the Department Manager that messages are deleted when they reach the retention removal timeline.

IMPLEMENTATION

The Director of Physical Security/Radio Paging and the Vice President/ Chief of Police and Public Safety are responsible for procedures required to implement this policy,