



**SAFEPOD
NETWORK**

SECURE DATA ACCESS

User Policy and Agreement for SafePod

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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.
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1.16	16.11.21	Darren Lightfoot	Added section 3.4.5.
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1.23	02.09.22	Chris Milne	3.4.9 revised to note 24x7 CCTV recording by SPN for its own purposes.
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1.26	9.11.22	Chris Milne	Minor updates to 4.4.10.
1.27	06.02.23	Darren Lightfoot	Minor updates throughout document.
1.28	09.02.23	Darren Lightfoot	Updated late arrival and second researcher procedures.
1.29	20.03.23	Darren Lightfoot	Updated locker procedures and added exceptions that can be taken into a SafePod by a researcher
1.30	22.06.23	Darren Lightfoot	Minor text updates throughout.
1.31	28.03.24	Darren Lightfoot	Added section 6.18; other minor updates.

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Appendix

Summary of SafePod Organisation responsibilities

1. 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.
- **SPN User Policy and Agreement:** 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.
- **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

2. About the SafePod Network

The SafePod Network (SPN) provides researchers with standardised safe settings (SafePods and SafePoints) across the UK for data that requires secure access for research.

All SafePods and SafePoints operate under standardised policies and procedures and provide approved researchers with access to their project datasets from Data Centres that join the SPN.

The SPN comprises of:

- A network of SafePods and SafePoints based within higher education institutions and other UKRI funded organisations across the UK.
- A website to provide information about the SPN and bookings for SafePods and SafePoints.
- Policies, procedures and assurances for the operation and management of SafePods and SafePoints.
- A secure IT system to provide remote access to research datasets.
- A CCTV service to enable Data Centres to view and monitor activity within SafePods and SafePoints.
- A dedicated User Support Service to assist stakeholders with SPN enquiries.
- An Advisory Board to plan and make decisions on the long-term objectives of the SPN.

The SafePod Network is managed by the Scottish Centre for Administrative Data Research and is funded by the Economic and Social Research Council.

For more information about the SafePod Network visit www.safepodnetwork.ac.uk.

3. About SafePod

3.1. Introduction

SafePod is a standardised safe setting solution with the necessary security and controls to provide researchers with secure access to data for research. SafePods are based primarily at universities across the UK.

3.2. SafePod benefits

SafePod provides the following benefits for research:

- A SafePod provides the opportunity and convenience for a researcher to access datasets from their local institution or organisation.
- There are a variety of connectivity options to provide access to datasets from a SafePod.
- A SafePod can support access to datasets from multiple Data Centres across the UK.
- A SafePod replicates traditional safe setting requirements without the need and costs for an organisation to set up a dedicated room as a safe setting.
- A SafePod provides a pleasant working environment for a researcher with strong environmental cues to encourage safe behaviour.
- Once set up, a SafePod requires minimum management.
- The design of a SafePod is standardised and operate under the same SPN procedures and assurances. This provides Data Centres with a platform and low cost opportunity to extend access to their datasets across the UK. A single accreditation of one SafePod will be all that is needed to accredit all the SafePods in the network.

3.3. Physical specification

A SafePod comprises of the following:

- Suitable for two Researchers (subject to approval).
- Height adjustable desk.
- Air ventilation system.
- Adjustable lighting.
- CCTV system.
- Emergency alarm.
- Chair, monitor, keyboard, mouse and whiteboard.
- Fire alarm.
- Door access control system.
- Automatic monitor protection to screen information.
- Separate secure storage for IT hardware.
- Locker storage for SafePod User possessions.



Figure 1: Picture of a SafePod

3.4. SafePod management

A SafePod is managed by a local team of coordinators based at a SafePod Organisation who are background checked and trained.

3.5. SafePod policies

A SafePod follows a standardised SafePod Network policies for its operation and management.

3.6. SafePod manufacturer

SafePods are manufactured to the highest quality standards. The SafePod Supplier has been awarded the Manufacturing Guild Mark.



4. Document application

This document sets out the SPN policy and agreement for a Researcher to be able to book and use a SafePod. This document will be updated as and when required by the SPN.

Contact the SPN for further information on this document.

5. SPN User Policy for SafePods

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

5.1. General

5.1.1. Policy responsibility

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

5.1.2. 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.

5.1.3. Contacting a SafePod Coordinator

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.

5.1.4. 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.

5.1.5. 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.

Registration name for SafePod identification purposes

Please ensure that the name that you register for your SPN account is the same as is on your identification to help with identification checks for a SafePod booking. See section 4.3.3. for more information on identification requirements.

5.1.6. 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.

5.1.7. 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.

5.1.8. Required reading

Researcher documents folder

Once registered, a Researcher can access the 'Documents' folder from their portal on the SPN website. Researchers must read through all documentation contained in this folder prior to first use of a SafePod. The folder includes a SafePod instruction guide, which sets out how a SafePod is operated, information for safe use and provides the Display Screen Equipment Workstation Checklist to help set up the SafePod correctly for use.

Updates to the document folder will be notified to the Researcher using the email address that has been registered with the SPN. Once notified a Researcher must read through the new documents added as soon as practically possible.

Other documents

A Researcher must also familiarise themselves with the following SPN documents:

- SPN General Overview.
- CCTV Governance Statement.
- SPN Registration and Bookings Governance Statement.
- SPN Privacy Notice.

These are all available from the Policies and Assurances section on the SPN website.

5.2. SafePod booking procedure

5.2.1. 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.

5.2.2. 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.
- Provide any further information to the relevant Data Centre and SafePod Organisation for the SafePod booking request.

5.2.3. 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.
- 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 not to allow the request. Where it is important to a Researcher to make such a request then they the 'Additional information' box should be used to detail the request when making a SafePod booking.

5.2.4. 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.

Short notice bookings (less than 3 days)

Where a booking request is at short notice (i.e. within three days of the booking date) then approval will be needed from the SafePod Organisation that they can accommodate your booking first. Where a short notice booking is made then a researcher is advised to contact the SafePod Organisation to action their booking as soon as possible.

Contact details for SafePod Organisations are available on the SafePod Network website.

Once a SafePod Organisation has confirmed a short notice booking it is then sent to the relevant Data Centre for their approval, and an email will be sent to confirm this. It is **strongly recommended** that the Researcher contacts the relevant Data Centre to action the booking as soon as possible.

5.2.5. 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.

5.2.6. 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.

5.2.7. 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.

5.2.8. 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. The SPN will monitor booking patterns for fair use.

5.2.9. 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 the SPN will advise the applicant of the outcome as soon as practically possible.

5.3. Arrival procedures at a SafePod

5.3.1. Prior to arrival

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

- Bring a written aide memoire for their log in credentials. See section 5.4.3.
- They contact the relevant Data Centre to check that their account and log in credentials are valid.

5.3.2. 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 researcher must arrive to the SafePod at the time stipulated on the booking confirmation email unless otherwise agreed in advance with a SafePod Coordinator.

A researcher 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 to advise of this. A Researcher that arrives 30 minutes or more late for their booking **maybe refused** access to a SafePod.

Where two researchers are booked to use a SafePod, then they **MUST** arrive at the same time to meet the SafePod Coordinator, unless a researcher has agreed in advance with a SafePod Coordinator to arrive at a separate time.

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

5.3.3. 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.
- A valid driving licence.

Only original identification documents are acceptable. Copies of identification documents 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 4.3.3. 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.

5.3.4. 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.
- Advise that relevant contact numbers are contained on the telephone sheet inside the SafePod.
- 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 5.3.5) 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.
- Complete any other local procedures.

5.3.5. 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 for a Researcher is provided below:

- How to open and close the SafePod Locker.

- How to open and close a SafePod using the door controller swipe card.
- Advice that a SafePod has a manual door override key kept nearby in case of emergency.
- How to activate and reset the emergency alarm.
- Showing the CCTV camera and advising this will be switched on for their booked session.
- How to operate the height adjustable desk.
- How to use the telephone and showing the contact sheet.
- How to operate the lighting system. Advising that in the event of a power cut the emergency lighting will switch on.
- 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;
- Advising that opening the door will switch the monitor off.
- Advising that emergency or fire alarm activations will automatically unlock a SafePod door.
- How to adjust the monitors position.
- How to adjust the monitors display settings.
- How to adjust the chair.
- Reminding that if they don't feel well, they should seek assistance from a SafePod Coordinator or use the telephone to phone emergency services.
- Reminding to complete a display screen equipment assessment before they use a SafePod.
- Reminding that a main SafePod light switch must always be turned on when they are inside a SafePod to power the occupancy light.
- To contact a SafePod Coordinator 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.

SafePod induction procedure for two researchers

Where two researchers are booked to use a SafePod and both require an induction then these must be completed at the start of the booked session at the **same time**.

Where one researcher has had an induction and the other researcher has not, then the researcher that has not must have the induction at the start of the booked session. An induction is **not permitted** once a booked session has started.

5.3.6. SPN User possessions

By default, SPN Users are not allowed to take any items into a SafePod for their research unless a Data Centre has approved an exemption (see exemption sections below). These will be detailed on the SafePod Booking confirmation email.

All other personal possessions must be stored into a SafePod Locker (which is located on the outside of a SafePod), except for the following personal items which **can be taken** into a SafePod by a researcher:

- Identification documents (such as a Passport or driving licence).
- Wallet or purse.
- Keys (for example for a house or car)

These items can either be stored on the person or placed on the SafePod desk.

For the avoidance of any doubt, possessions which cannot be taken inside a SafePod (unless approved by the relevant Data Centre) include:

- Mobile phones.
- All other communication devices (such as a smart watch).
- Writing materials.
- Tablets.
- Laptops.
- Bluetooth enabled headsets.
- All 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 to lock and unlock a SafePod Locker.

Locker instructions

Enter the code and turn the handle fully to the right until you hear a click. Open the door and put your possessions inside. Close the door and check that the locker door is locked.

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

5.3.7. 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).
- 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.

Use of mobile phone for personal use inside a SafePod

The SafePod booking email details whether a Researcher's mobile phone can be taken inside a SafePod for personal use. The mobile phone policy for use in a SafePod is determined by the relevant Data Centre that authorises the use of a SafePod for access to their datasets.

The definition of a mobile phone under this policy and which applies to the conditions below is:

*A mobile phone and **all other communication devices** that may connect to the mobile phone (such as a smart watch).*

For the avoidance of any doubt, clarification is provided below on the different mobile phone conditions inside a SafePod (the conditions are stipulated in a SafePod booking confirmation email).

- **A mobile phone is not allowed inside a SafePod**

This means that a Researcher **MUST NOT** take a mobile phone inside a SafePod. If a Researcher brings a mobile phone with them then the SafePod Locker can be used for its storage.

- **A mobile phone is allowed inside a SafePod but must be taken outside to be used**

This means that a Researcher can bring a mobile phone into a SafePod but **MUST NOT** use the mobile phone whilst inside the SafePod (e.g. for taking or making calls, reading messages, browsing the internet etc).

Where a Researcher needs to use their mobile phone then they **MUST TAKE IT OUTSIDE** of the SafePod before using it. It is strongly recommended that if a Researcher takes their mobile phone inside a SafePod that it is placed out of reach or stored in a pocket to avoid inadvertently using it.

- **A mobile phone is allowed inside a SafePod**

This means that a Researcher can bring their mobile phone into a SafePod and can use it whilst inside.

5.3.8. 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.

5.4. Using a SafePod

5.4.1. 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.**

5.4.2. 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 from a SafePod. 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.

5.4.3. 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 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.

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 SPN User) 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 Centre's 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 Centre's 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.

5.4.4. 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.

5.4.5 Running code or analysis overnight in a SafePod

A SPN User can run code or analysis overnight in a SafePod (without being in attendance inside the SafePod) providing the following conditions are met:

- The relevant Data Centre has approved the Researcher to run code or analysis overnight in a SafePod;
- The Researcher must follow any instructions issued by the relevant Data Centre relating to the running of code or analysis inside a SafePod (for example the monitor screen may need to be locked); and
- The Researcher must have booked the SafePod for further use the following day. It is **not permissible** to run code or analysis overnight if another researcher has booked the SafePod for the following day or there is no booking.

5.4.6. Statistical disclosure control

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

5.4.7. IT issues when accessing project datasets – reset of the SPN IT system

If there are IT issues when accessing project datasets from a Data Centre (for example the programme in use crashes or hangs) then a Researcher can contact a SafePod Coordinator to complete a reset on the SPN IT system. The reset process will take around ten minutes.

5.4.8. SPN User health and safety

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.

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.

Height adjustable desk and chair

The SafePod desk is height adjustable to allow a researcher to stand or sit when at the desk. The provided chair is fully adjustable.

Instructions for taking a break

A researcher is free to leave a SafePod at any time to take a break. The procedure for taking a break is as follows:

- Follow any guidance for suspending a session with a Data Centre before leaving a SafePod.
- Put the SafePod door swipe card into your possession.
- Ensure the SafePod door is locked when leaving the SafePod.

Returning from a break

The procedure for returning from a break is as follows:

- Open the SafePod door using the supplied key, swipe card or PIN.
- Once inside, ensure the SafePod door is closed.

Break times

A Researcher 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' available from the SPN website.

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 using the SafePod telephone (if available) or their mobile phone;
- To raise an emergency alarm;
- To contact the emergency services using the SafePod telephone (if available) or their mobile phone;
- To leave a SafePod and seek assistance.

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

5.4.9. CCTV recording

Data Centre use

If CCTV recording is part of a condition for a Researcher to access a Data Centre's datasets, then SafePod CCTV footage for each booked session will be made available to authorised staff at a Data Centre. CCTV footage can be viewed in real-time and/or recorded footage transferred, for the purposes of compliance with the agreements a Researcher has signed.

SPN Use

The University of St Andrews, for the SPN, will record CCTV footage of all SafePod booked sessions. Those footage will be used for the purposes of establishing whether SPN Users have or have not met the terms of this Agreement, where there is legitimate cause of investigation, to establish any facts.

Notification

The SafePod booking confirmation email will advise whether CCTV footage is required to be recorded by the Data Centre 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.

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. Where CCTV footage is transferred to a Data Centre or SafePod Organisation, the recipient will hold the footage as per their records retention policies and schedules.

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.

5.4.10. Behaviour recognition software

From September 2022, behaviour recognition software will be added to CCTV cameras across the SPN. This software identifies where an **SPN User's** behaviour may be inconsistent with data access **conditions**, SafePod or SafePoint use e.g., if an individual has taken a mobile phone into a SafePod or SafePoint, the software may detect this and create an alert for footage of a session to be reviewed.

Where an alert is created, the SPN will arrange for the footage to be reviewed against the data access conditions, SafePod or SafePoint use. A Data Centre will be advised of any suspected security incidents relating to their data access conditions.

A list of all SafePod and SafePoint facilities equipped with behaviour recognition software is available from: www.safepodnetwork.ac.uk/behaviour-recognition.

5.4.11. Writing panel

A SafePod provides a writing panel, whiteboard pens and a whiteboard eraser for a Researcher to make temporary notes for their research 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.

The writing panel **must not be used** to write down credentials or passwords for access to a Data Centre's datasets.

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.

5.4.12. 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.

5.4.13. 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.
- Damage to a SafePod.

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

5.4.14. 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 5.5.2.

5.4.15. Lone working procedures

A SafePod Organisation may have their own lone working procedures. These will be provided to a Researcher on arrival to use a SafePod.

5.4.16. Food and drink in a SafePod

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

5.4.17. 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.

5.5. Ending a SafePod booked session

5.5.1. 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),
- A SafePod Coordinator needs to go off duty for emergency reasons.

5.5.2. 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 to a SafePod Coordinator.
- Return the SafePod door swipe card to a SafePod Coordinator.
- Complete any other 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 5.5.2. Any items provided to a Researcher by a SafePod Coordinator (such as a swipe card) must be placed in the SafePod Locker and then locked.

5.6. Cancelling a SafePod booking

Where a SafePod booking needs to be cancelled by a Researcher, then this must be actioned as soon as possible (so that other Researchers can book the SafePod). Cancelling bookings are completed through the Researcher's portal on the SPN website.

Once the cancellation is actioned, then an email is sent to the SafePod Coordinators at a SafePod Organisation and Data Centre staff to advise of the cancellation. The date and time is re-opened for other Researchers to book.

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.

5.7. 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 or SafePoint for the Researcher to use.

5.8. 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.

5.9. 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.

6. SPN User Agreement

You must agree to the following conditions to join the SPN and use SafePods.

6.1. 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 this agreement.

6.2. SPN User Policy

You must read, understand and abide by the SPN User Policy (section 4 of this document) when using a SafePod.

6.3. 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, network device 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, put your feet on or apply any other pressure to the 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.
- You must not take food or drink into a SafePod (except for bottled water).

6.4. Identification requirements for a SafePod booked session

You must provide the valid identification (as outlined in section 5.3.3 of the SPN User Policy) for each SafePod booked session. Access to a SafePod will be refused without valid identification.

6.5. 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.

6.6. Data sharing agreements

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

6.7. 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.

6.8. SafePod booked session - arrival and end times

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

You agree to contact the SafePod Coordinator as soon as possible if you are going to be late for your SafePod booking.

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

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

6.9. CCTV personal data

CCTV will always record footage when you are inside a SafePod.

The SPN will record and maintain CCTV footage for the purposes of understanding how SafePods are used and to protect and maintain those facilities.

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.

The SPN will monitor CCTV to Further information about the governance of the CCTV system is detailed in the CCTV Governance statement available from the SPN website.

6.10. 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.

6.11. Use of your research project information

You allow the use of your research project title, name of SafePod, and any publication links to your research aided by a SafePod to be used by the SPN in its communications.

6.12. 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.

6.13. 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.
- 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.

6.14. 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.

6.15. 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.'

6.16. 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.

6.17. 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.

6.18. SPN User account

Your SPN User account can without notification be suspended or permanently revoked by the SPN at anytime and for any reason.

6.19. 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.
- Any reports created.

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

6.20. 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 and any future SafePod bookings cancelled until the incident has been investigated.

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

6.21. 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 cancellation of your existing SafePod bookings.

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.

6.21.1. 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.

7. SPN contact information

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SafePod Network
University of St Andrews
91 North Street
St Andrews
KY16 9AJ

Web: 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 their 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 NETWORK

SECURE DATA ACCESS

