

Cheat Sheet: Information Classification and Handling

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Data Classification Matrix

Level	Risk Rating	Examples
Level 1: Confidential	High	• Passwords or credentials that grant access to level 1 and level 2 data • Personal Identification Numbers (PIN) • Birth Date – mm/dd/yy (when present with name and last 4 digits of SSN) • Credit card numbers with cardholder name • Driver's license number, state identification number, or other forms of national or international identification (passports, visas, etc.) • Tax ID • Social Security Number • Health insurance information • Medical records • Psychological counseling records • Bank account or debit card information in combination with any required security code • Biometric Information (fingerprints, voice recordings, palm print, iris scan, DNA) • Digital signatures • Private key (digital certificates) • Law enforcement personnel records • Criminal background check results • Vulnerability/security information related to the campus or computer information systems • Vulnerability/security information related to campus law enforcement operations • Donor's Last Will and Testament
Level 2: Internal Use	Moderate	• Photo (taken for identification purposes) • Partial Birthdate mm/dd • Student Information ○ Educational records, grades, courses taken, schedule, test scores, advising records, educational services received, disciplinary actions. ○ Non-directory student information • Library circulation information • Linking a library user with a specific subject area • Sealed bids prior to award • Identifiable information (Purchase order) of the supplier/company • Trade secrets and intellectual property • Information covered by a specific non-disclosure agreement

		• Location of critical protected assets ○ Maps of campus utility systems ○ Construction drawings of campus buildings ○ Detailed drawings of sensitive campus facilities • Licensed software • Campus attorney-client communications • Accident reports and investigations • Employee Information ○ Net Salary ○ Personal telephone numbers ○ Personal email address ○ Payment history ○ Evaluations ○ Mother's maiden name ○ Race and ethnicity ○ Family members' names ○ Birthplace ○ Gender ○ Marital Status ○ Physical Description ○ Home or Personal Mailing Address • University Donor Information ○ Name ○ Home or mailing address ○ Personal telephone numbers ○ Personal email address ○ Donation if request is for anonymous gift/donation
Level 3: Publicly Available	Low	• Tower ID (Emplid, Student ID) • Employee Information ○ Work email address ○ Work mailing address ○ Title ○ Office location and telephone number ○ Department ○ Gross Salary ○ Signature (non-electronic) • Financial budget information • Purchase order information • Student Information (Non-FERPA students only)

		○ Name ○ Major ○ Participation in sports/activities ○ Weight and height (athletic team members) ○ Dates of attendance ○ Full or part-time status ○ Degrees and awards received ○ Campus email address ○ Most recent or previous college/university/agency attended
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Level 1: Confidential Protection Requirements Matrix

Action	Requirement	Reference
Storage on Fixed Media (i.e. Computers, laptops, tablets, mobile devices, servers)	Encrypted	
Storage on Fixed Media in SJSU Data Center	Encrypted	Data Center Standard
Storage on Fixed Media in 3 rd Party Data Center	ISO Approval Required	
Storage on Exchangeable Media (USB, DVD/CD)	Encrypted	Encrypted USB Flash Key
Copying	Permission of Owner Advised	
Faxing	Password Protected Recipient Mailbox or Attended Receipt	
Sending By Public Network	Encrypted	
Disposal	Secure Shredding or Disposal Boxes	Data Disposition Standard
Release to Third Parties	Owner Approval and Non-Disclosure Agreement	NDA Forms or SJSU Confidentiality Agreements
Electronic Media Labeling Required	External and Internal Labels	
	Front and Back Covers, and Title Page if Bound	
Internal and External Mail Packaging	Address to Specific Person but Label Only on the Inside Envelope	
Granting Access Rights	Owner or Owner's Designate Only	
Tracking Process by Log	Not Required	

Level 2: Internal Use Only Protection Requirements Matrix

Action	Requirement	Reference
Storage on Fixed Media	Encryption Optional	
Storage on Fixed Media in SJSU Data Center	Encryption Optional	Data Center Standard
Storage on Exchangeable Media (USB, DVD/CD)	Encryption Optional	
Storage on Fixed Media in 3 rd Party Data Center	ISO Approval Required	
Copying	No Restrictions	
Faxing	No Restrictions	
Sending By Public Network	Encryption Optional	
Disposal	Secure Shredding or Disposal Boxes	Data Disposition Standard
Release to Third Parties	Non-Disclosure Agreement	NDA Forms
Electronic Media Labeling Required	No Label Required	
Hardcopy Labeling Required	No Label Required	
Internal and External Mail Packaging	Only One Envelope with No Markings	
Granting Access Rights	Local Manager	
Tracking Process by Log	Not Advised	

Level 3: Public Protection Requirements Matrix

Action	Requirement
Storage on Fixed Media	Encryption Not Advisable
Storage on Fixed Media in SJSU Data Center	Encryption Not Advisable
Storage on Fixed Media at 3 rd Party Data Center	Encryption Not Advisable
Storage on Exchangeable Media (USB, DVD/CD)	Encryption Not Advisable
Copying	No Restrictions
Faxing	No Restrictions
Sending By Public Network	Encryption Not Advisable
Disposal	Ordinary Trash or Recycle Can
Release to Third Parties	No Restrictions
Electronic Media Labeling Required	Release Date plus Classification
Hardcopy Labeling Required	Release Date plus Classification
Internal and External Mail Packaging	Only One Envelope with No Markings
Granting Access Rights	No Restrictions
Tracking Process by Log	Not Advised

Storage and Transmission Requirements for Level 1 -3 Information used on Common Systems

Classification Level	Can store on:	Can store on:	Can store on:	Can store or transmit via:	Can store or transmit via:	Can store on:
	Network File Share?	C: Drive (Documents, Desktop)?	SJSU Google Drive?	Personal Dropbox, Box.com, Google Drive, Personal Email?	SJSU Email?	Thumb Drive?
Level 1	Yes	Yes; Requires Encryption	No	No	Must be run through third party encryption tool and keys shared through a mechanism other than email.	Yes; Requires Encryption
Level 2	Yes	Yes; Encryption Optional	Yes; Encryption Optional	No	Yes; Only to other @sjsu.edu addresses.	Yes; Encryption Optional
Level 3	Yes	Yes	Yes	Yes	Yes	Yes

Information Security Standards

Information Classification and Handling

Standard #	IS-ICH	Effective Date	3/22/2023	Email	security@sjsu.edu
Version	11.0	Contact	Information Security Team	Phone	408-924-1530

Revision History

Date	Action
4/23/2014	Draft sent to Mike
5/13/2014	Draft reviewed and sent to Mike
12/1/2014	Reviewed. Content suggestions. Added comments. Hien Huynh
11/10/2015	Incorporated changes from campus constituents – Distributed to Campus
11/1/2016	Added Last Will and Testament to L1 Section. Hien Huynh
3/1/2019	Updated Text—Hien Huynh

11/18/2020	Reviewed. Nikhil Mistry
10/18/2021	Reviewed. Cole Gunter
2/22/2022	Reviewed and updated. Janice Lew
10/3/2022	Reviewed and updated. Cole Gunter
3/22/2023	Reviewed and updated. Relocated Revision History, Date and Action Janice Lew
7/17/2024	Reviewed.

