REQUESTING ACCESS TO A FORMSTACK FORM FOLDER:

Contact ITech at 601-266-HELP or enter a **work order** to obtain assistance if you do not have access to Formstack or need a new folder. After submitting your work order, please review PII Formstack Process below and complete the **Formstack Privacy Policy Form** to verify your understanding of your responsibilities in the use of Formstack.

- Date of Birth
- Social Security Number
- Credit/debit card numbers and bank account/routing numbers
- Data Combinations that Result in PII: When certain combinations (i.e. data combinations) of data are collected they rise to the level of information needed to identify a specific individual.

Users of Formstack should not collect any of the following data combinations unless encryption is used to the degree necessary to protect the data being collected.

Combination #1: Name or emplID or email + Social security Number
Combination #2:Name or EmplID or email + dri
Combination #3:Number/state ID number (name or emplID or email) +Alien registration number (name or EmplID ID or email) + tax ID (name or emplID or email + passport number
Combination #4:Name or emplID or email + Medicaid Account
Combination #5:Number (name or emplID or email) + full birth date

Combination #6: Any bank account number (with or without a name)
Combination #7:Any credit card number (with or without a name)

NOTE: Since budget strings do not include PII of a sensitive nature, you may collect them.

Recommendations:

If you have any forms in existence that have collected data that falls within one of the data combinations listed above, follow these steps:

- change the status of the form to conditional then disable.
- download the spreadsheet of data collected and then delete the fields that contain the data combination; and
- update the form to remove the data fields that are collecting data that falls within the data combinations.
- Avoid asking for a specific student GPA by allowing the student to select from a GPA range or to answer yes/no that his/her GPA is above a certain value.

‹ Avoid asking for an individual's entire birthdate (mm/dd/yy). Instead, ask for a birth range or birth month.

HOW TO COMPLY WITH FORMSTACK's POLICY:

You **must** enable data encryption if you are collecting sensitive data such as credit card or social security numbers and storing them in your Formstack database. If you do not do this, you are violating Formstack [terms of service](#) and your data is NOT secure.

Tip: For more information on what is and isn't considered sensitive data, check out our [Sensitive Data Help Guide](#)!

When you set up your form to save data for later downloading and viewing, you can set a password to encrypt the data when stored in the Formstack database. When you set a password, public and private keys are generated and stored with your form. The public key is used to encrypt the data when saved in the database.

Your password encrypts the private key, which will be used to decrypt the data. Your encryption password is not saved on the server in plain text, so it's not possible for anyone to decrypt the information without knowing your encryption password.

It is important to memorize your encryption password. Neither the vendor nor iTech will be able to retrieve this password for you if lost or unknown

‹ *If you are using notification emails and your form has sensitive data in it you must set up the email to either send a link to the database, write a custom message without the sensitive information, or turn on PGP email encryption.*

WARNING: It is important that you memorize or store this password in a safe place. **If you lose this password, we will not be able to retrieve your data, which will be irrevocably lost.**

QUESTIONS:
Please direct questions-

‹ Regarding Formstack functionality to **forms@usm.edu**.
‹ To request access, enter a **work order**.
‹ Regarding forms that must have a payment option to the iTech Help Desk, **helpdesk@usm.edu** and ask about Cashnet, the online payment solution that USM uses.