Personal information use scenarios

Learn about acceptable use of personal information in Microsoft Teams and Workspaces

Please note:

The privacy scenarios below are not exhaustive, and they may not apply directly to your own work at MSD. If you are unsure how to apply any of these acceptable use scenarios, then we advise you to be cautious and not share personal information using MS Teams or Workspaces.

If you want to use personal information in a way that does not align with any of the acceptable use scenarios, then you must consult with Privacy and Information Sharing first using one of the following channels:

- Lodge a request for a Microsoft Teams site/Workspace and indicate that you want to use personal information, and Privacy will be in touch to discuss your request.
- Use of Microsoft Teams/Workspaces will be monitored and as a result some changes may be made, which could include removal of a Microsoft Team if it is unused or misused.
- Microsoft Teams and Workspaces are not information repositories, so you must save the document back to an MSD approved repository and delete the copy in Teams.
- Always remember that any conversations you have in Microsoft Teams, or your Workspace, including in Private or 1:1 Chats, are discoverable - so keep it professional.

Casual / social conversations

We all engage in casual conversations about our personal lives every day. We do it on social media, in emails and in hallways.

You have the choice about if you want to share your personal information in MS Teams Private Chats, Group Chats, or Channel Chats as part of casual non-work-related conversations.

Scenario: You're involved in a casual/social conversation using Teams and everyone is sharing personal details about their lives.

1:1 chat	Teams group chat	Channel chat	Workspace files	Wikis	Planner	Microsoft Lists	Whiteboard	Forms
It's your choice	It's your choice	It's your choice	No, you cannot	No, you cannot	No, you cannot	No, you cannot	No, you cannot	No, you cannot

Posting your personal information

Just like sharing your personal information during a casual conversation using Teams, you have the right to control how much, if any, information you feel comfortable sharing during virtual team-building activities.

Because team building activities can take numerous forms, and because the choice to participate is in your hands, you can use Teams or Workspaces for sharing your own personal information.

Scenario: Your team is doing virtual team-building activities and you're asked to share personal information, for example contributing to a "get to know your teammates" wiki.

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It's your choice	It's your choice	It's your choice	It's your choice	It's your choice	No, you cannot	No, you cannot	It's an acceptable use	No, you cannot

Your manager or people leader wants to discuss your performance or have a work-related catch up

You or your manager are welcome to initiate a conversation about an HR matter or process, or other personal information if you feel comfortable doing so, and provided the conversation is only held within a Private/1:1 Chat.

Scenario: Your manager wants to check in with you to see how your performance development is progressing

1 1 hat	Teams group chat	Channel chat	Workspace files	Wikis	Planner	Microsoft Lists	Whiteboard	Forms
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Only sharing SWN or MSD staff numbers

You can share a SWN or MSD employee number in a Private/1:1 Chat or smaller group chat, only if there is no other identifying or contextual information shared with it (e.g. name, address, client history, employee matter, etc.)

Scenario: You need help determining a client's entitlements so you share the SWN with a senior colleague so they can review the client's details in the CMS

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You want to share a SWN or employee number and some other contextual personal information about the person

If the information you want to share contains more than one SWN or MSD employee number or there is other personal information included, please see the following scenarios below.

Scenario: You want to discuss or ask for advice about a client or employee with a colleague or manager.

1:1 chat	Teams group chat	Channel chat	Workspace files	Wikis	Planner	Microsoft Lists	Whiteboard	Forms
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Using the private chat / 1:1 function to discuss an issue about a client or employee

You must not have these conversations in a Microsoft Teams channel chat or a group chat that includes a wider group of people/users. Similarly, these discussions cannot be saved into Workspaces in any form.

You must apply very careful judgement about the nature of the personal information you want to discuss in Teams. If it is particularly sensitive, for example gang intelligence information, or an employee bullying matter, it may be more appropriate to use an alternative communication tool (e.g. face-to-face or voice call).

Any decisions and discussions relating to individuals must be captured back into the official line-of-business system.

Keep it professional and remember the Code of Conduct. Always remember that chats are discoverable and can be included in requests for personal information and/or OIA requests.

Scenario: You want to discuss or ask for advice about a client or employee with a colleague or manager.

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Sharing a document containing SWNs or employee numbers as a one-off

You may share a document containing SWNs or Employee numbers as a one-off using Private/1:1 Chat, Group Chat, Channel Chat or Workspace Files, if you would usually email the same document.

You must think about who in the Team genuinely needs to see the document. For example, if only 2 other members need to access it then share the document via a Group Chat rather than Channel Chat.

Note: You can also share a link directly to the document from a secure system like Objective or other business repository, if that is more suitable than uploading it to MS Teams.

Scenario: You want to add or upload a document with multiple SWNs or employee numbers as a one-off, i.e. a list of cases.

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Regularly sharing a document containing multiple SWNs or employee numbers

You may regularly share a document containing multiple SWNs or Employee numbers using Private/1:1 Chat, Group Chat, Channel Chat or Workspace Files, if you would usually email the same document.

Scenario: You regularly share a file with multiple SWNs for staff to work from (e.g. an extracted report from a line of business system)

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Sharing a link to the report from where you are drafting it instead of uploading the document directly to Microsoft Teams

This means you can manage the access permissions and ensure there are no duplicate copies. You may share the link to the source system using Private/1:1 Chat or Group Chat.

Scenario: You are drafting a report that contains personal information about a client or employee and it is ready for peer review.

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Collaborating on an aggregated or de-identified data set in real time

If you need to collaborate on an aggregated or de-identified data set in real time you can share the data set using Private/1:1 Chat, Group Chat, Channel Chat or Workspace Files, if you would usually email the same document.
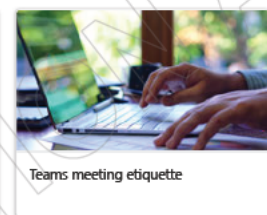
Scenario: You want to share a document containing a data set of aggregated or de-identified personal information for research or statistical purposes and you need to collaborate with colleagues in real-time on the analysis.

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Need support?

Contact the Information Management Team at infohelp@msd.govt.nz.

Related pages

Workspace Owner Toolkit

How to name your Workspace

Teams meeting etiquette