Privacy matters to UCD IT Services. This document sets out what information is (and is not) visible to us and to Duo when you use the Duo Mobile app on your phone to authenticate your login to UCD systems.

WHAT ABOUT MY PRIVACY WITH THE DUO MOBILE APP?

UCD IT Services aims to be 100% transparent regarding what information is captured and visible to UCD IT Services staff when the Duo Mobile application is installed on a client's personal mobile phone.

The sole purpose of installing the Duo Mobile application is to provide a second method of authentication for UCD systems.

This application **DOES** collect other information, purely for the purpose of providing assurance that the mobile device is also secure. Installing Duo on your phone also allows UCD IT Services to see the following information.

- Phone OS version and Patch version

- Does the Phone have file system level encryption enabled?

- Does the phone have bio-metric or pin code controls in place to restrict access to the phones misuse?

- Has the phone been rooted or jail-broken?

This information may be used by UCD IT Services in the event of a cyber-security incident to assist in validating whether the phone was a reliable and trustworthy second method of authentication.

The Duo Mobile Application cannot see your user data like your contacts, it cannot read your text messages, it cannot read your browsing history, it cannot access your photos (but it can use your camera to scan a QR code if you explicitly allow that permission), it cannot access your files, it cannot erase your device, and it cannot see information about other applications on your device.

Duo Mobile cannot track your location. In general, the only personal data that Duo Mobile knows about you are the service accounts that you explicitly add to Duo Mobile. However, Duo does not track any personal data about these accounts--only the name of the service.

Installing the Duo Mobile application does not allow UCD IT Services to manage your mobile device in any shape or form.

Installing the Duo Mobile application **DOES** give UCD IT Services visibility to the phone number of the mobile phone. UCD IT Services will not share this with any third parties. This number is purely used as a unique identifier for the device, which individual clients use for MFA.

- Details regarding the Android specific permissions can be found here: https://help.duo.com/s/article/3464?language=en_US
- Details regarding the IOS (iPhone) specific permissions can be found here: https://help.duo.com/s/article/4424?language=en_US

The Duo Mobile application will also ask you whether you wish to share Application usage information with the creator of the Duo product. This is optional to allow or deny. Cisco has recently acquired the Duo mobile security suite and it is now part of Cisco's broad range of enterprise security products.

For all UCD staff the Duo Mobile Application provides the best user experience for multi-factor authentication and while other options exist, this is the method primarily recommended by UCD IT Services.

If you have any questions or concerns, please contact ithelpdesk@ucd.ie.