

## AVOIDING INADVERTENT PRIVACY BREACHES – Quick Tips

**FAX** – confirm number before you hit the send key; pre-program fax numbers and update regularly; use a fax cover sheet; locate fax machine in a secure area; call to verify receipt of the fax; limit the amount of personal information you include.



**EMAIL** – confirm the full email address before you hit send; delete pre-populated addresses; add a disclaimer signature line informing the recipient to notify and destroy if not the intended recipient; send a test email first to ensure you have the right person; use the bcc field for mass electronic mailouts.

**MAILOUTS** – Stop using paperclips as they can pick up pages that do not belong; perform regular audits on mailing and stuffing machines; confirm the outside of the envelope matches the addressee on the letter; double check your print job if it is from a shared printer to ensure you have not picked up a stray page.



**IN PERSON** – confirm the identity of the person before releasing information. Better to ask for ID than breach someone's privacy. When on the phone ask identifying questions that contain information that only the intended party would have the answer to.

**CULTURE** – Educate employees about their role in privacy, security and respecting and protecting the personal information of colleagues and customers. Provide training and repeat it often. Keep privacy top of mind with all employees who handle personal information.

The OIPC offers free privacy training. Call 1-800-729-6309 or email [commissioner@oipc.nl.ca](mailto:commissioner@oipc.nl.ca).



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