

# IDENTITY THEFT

## PROTECT YOUR BUSINESS PROTECT your CUSTOMERS

Protecting customer data is both a legal and a customer relationship issue. How does your organization protect the information it collects? This checklist will help you develop secure information management practices.

### Collection

- ✓ Only collect essential data
- ✓ Obtain consent when you collect

### Security & Storage

- ✓ Don't store unneeded data
- ✓ Encrypt data on networks, laptops and remote access devices
- ✓ Update security software frequently
- ✓ Save to networks not hard drives
- ✓ Use locks, alarms and video cameras
- ✓ Conduct employee background checks
- ✓ Terminate network access when employees leave the organization
- ✓ Limit access to sensitive data

### Disposal

- ✓ Use scrubbing software or destroy hard drives
- ✓ Shred all sensitive documents

### Response Plan

- ✓ Prepare a strategy to manage a breach

For more advice and tools on ID theft, visit [cmcweb.ca/idtheft](http://cmcweb.ca/idtheft)

Produced by the Federal-Provincial-Territorial  
Consumer Measures Committee

Canada