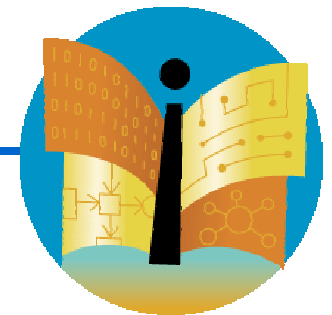




# Designing and Implementing Technology

**Bernard A. Courtois**  
**President and CEO, ITAC**

**PIPA Conference 2006**  
**Calgary – April 26, 2006**

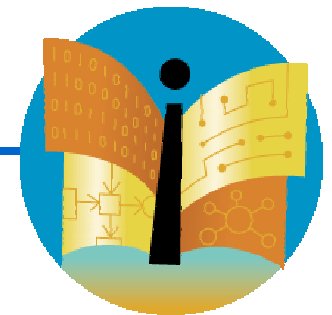




# Privacy and Security

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- **Not the same**
  - E.g. authorized use, consent, notification
  
- **But similar mindset:**
  - Compliance (“Sorbanes-Oxley”)
  - Reasonable means
  - Complaints, litigation, brand
  
- **Crisis management**

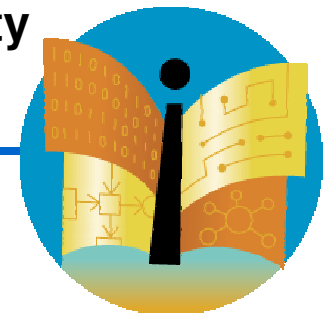




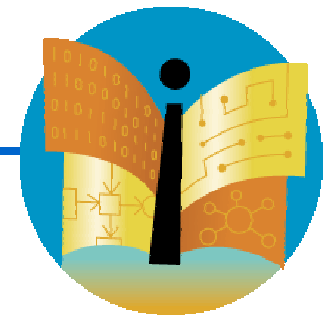
# Watch Out for

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- **Accidental disclosure:**
  - Copies, fax
  - Tapes
  - Computers
  - PDAs, phones
  - Emails
  
- **Unauthorized use:**
  - Marketing
  - Selling to others
  
- **Unauthorized access:**
  - Employees
  - Clients, e.g., spouse
  - Hostile – outside
  - Contractors including other jurisdictions – accountability



- **Shredder !**
- **Clear out tapes, hard drives, PDAs, phones**
- **Intrusion, virus protection**
  - Firewalls
  - Software
- **Tracking computers, etc.**
- **Tracking access (e.g. sessions)**
  - Who, what, when
  - Policy and technology
- **Encryption**
- **Sophisticated, e.g.,**
  - Data splitting
  - PKI
- **Since it exists, what is reasonable**
  - Litigation
  - Complaints
  - Brand





# Conclusion

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- **Put your mind to the issues and your circumstances**
- **Have a policy**
  - communicate as required
- **Choose “reasonable means”**
- **Consult**
- **Need someone responsible**
- **Don't forget training**

**Technology as much friend as foe**

