

The Link Between Good Records Management and Privacy



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Agenda

- It's the "People" that matter
- A Practical Enterprise view
- Changing the Culture



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It's The "People" That Matter

- What are people doing today?
- Does it matter if it's electronic or paper?
- Desktops to Systems - it's about awareness
 - Limiting use, disclosure and retention of personal information



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A Practical Enterprise View

- Create a network of primes
 - Risk management awareness
 - Undertake a gap analysis
 - Share the results
 - Develop a compliance plan that supports privacy requirements

- Engage technology owners and business transformation leaders (IT Developers)
 - Create a roadmap for systems and tools
 - Include Security



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A Practical Enterprise View (cont'd)

- Products and Service development
 - Technology standards
 - Data content hosting / out-sourcing
 - ❖ Know the specifics of an industry e.g. Healthcare
 - Business Process Standards
 - Privacy Impact Assessment



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Changing the Culture

- Record Retention Policy – Top down support
 - Consistent management of all records
 - System changes



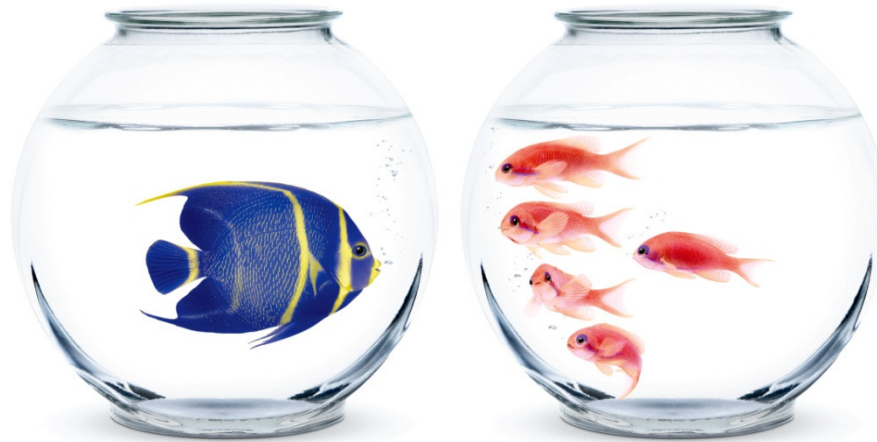
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Changing the Culture

- Communication strategy
 - Develop a consistent approach and message
 - Deliver easy to use “tips and tricks”
 - Business processes align with record retention and privacy policies
 - Create leadership within the business areas
 - Knowledge management benefits



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Questions?



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