



**TELUS**

# An integrated approach to holistic records management – Anna Paton

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## SUMMARY

- Information Management supports Privacy and a Compliance Culture
- Know the LAW and Discovery practices
- Records Management and the Ten Commandment – “Limiting use, disclosure and Retention”
- Be aware of storage location and origin of data
- Security of Data – “Facebook”risks
- Public access to Electronic Records – customer access; Health care records; Gov’t information
- Websites – define your retention purposes
  - privacy policy
  - clear controls
  - Security levels



**Compliance makes  
good business**