

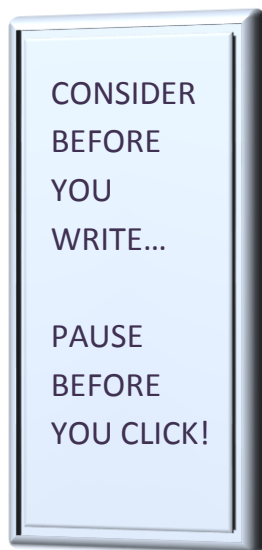


## BEST PRACTICE

### *Safe way to submit personal information online*

*Right to Information and Protection of Privacy Act and  
Personal Health Information Privacy and Access Act  
October 2014*

*This Best Practice is to help those who are subject to the Right to Information and Protection of Privacy Act and the Personal Health Information Privacy and Access Act to submit personal information online in a safe manner.*



### **SUBMITTING PERSONAL INFORMATION ONLINE IN SAFE MANNER**

Many businesses and government institutions have developed tools to allow information to be provided online for different purposes. Such web portals are often used to ensure quicker processing times (for instance, making an application or submitting information to receive a service or participate in a program).

Many web portals are set up to be user friendly and this convenience can often times leave room for error.

While many online portals include privacy policies, confidentiality statements and/or passwords, it remains the responsibility of public bodies and health care providers to ensure that the information is submitted safely.

**THESE SIMPLE STEPS SHOULD BE FOLLOWED BEFORE SUBMITTING PERSONAL INFORMATION ONLINE:**

1. Consider the safest options
  - Does the web portal allow for encrypted documents to be uploaded? If not, can arrangements be made?
2. Ensure that the sender's name and contact information are included
  - Most web portals allow for accounts to be created and contact information must be provided as part of the process
3. **“CONSIDER BEFORE YOU WRITE...”**
  - Be sure that you are only submitting the minimum amount of information necessary
  - Whenever practicable, remove personal identifiers and consider unique identifiers or codes that protect the identity of individuals to whom the information belongs
  - Information that is considered highly sensitive and confidential should never be sent without proper safeguards (e.g. encryption)
4. Ensure that the security of online communication is covered by your office's privacy policy and that employees who assist know and understand the importance of protecting the information to protect privacy
5. Protect online accounts with password and have automatic log-off when not in use or left unattended for a couple of minutes
6. **“PAUSE BEFORE YOU CLICK!”**
  - Take the time to review the information
  - Make sure it is being sent or uploaded to the intended place
  - Click to send only when you know it is being done safely

If you require more information about the above, please contact us at:

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506.453.5965 or Toll-free 1.877.755.2811

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