

# **New Privacy Legislation, What You Should Know**

## **Compliance Tips**

- ✓ Obtain consent when collecting personal information from a customer. Consent can be obtained in person, by phone, by mail, by fax or via the Internet.
- ✓ Make sure clients fully understand how their information will be used.
- ✓ Define your purposes for collecting data as clearly and narrowly as possibly. This allows less data to be collected.
- ✓ Limit who has access to personal information.
- ✓ Protect personal information against loss or theft. Store it in a locked cabinet, using a program that only a few employees have access to, use an encryption program for electronic data, use passwords on files.
- ✓ Let the customer know why you need to collect the data.
- ✓ Inform customers, clients and employees that you have policies and practices for the management of personal information. Make these policies available and easy to understand.
- ✓ Develop customer complaint procedures and investigate all complaints received.