



Protect Your Customer Data

When it comes to securing your customers' personal information, your processes can mean the difference between a catastrophic event and a manageable situation. Please take 10 minutes to complete this worksheet, which is designed to help you identify potential areas of vulnerability.

1) List all forms of personal and sensitive information that you collect from customers (credit card numbers, home addresses, S.S. numbers, etc.).

A) List every place this information is stored.

B) How is the information discarded? Do your methods rely on best practices? (For example, do you shred paper documents?)

C) How often do you discard this information? Can you discard it more frequently?

2) Do you know what measures you must legally have in place to prevent or react to a breach that compromises the security of customer information?

A) Have you met with an external consultant who can assess areas of vulnerability?

B) Have you spoken with an attorney who specializes in information and confidentiality law?

C) If your answer was "No" to all three of the questions above, please visit privacyrights.org to learn more about the frequency of data security breaches and the damage these breaches have inflicted on other organizations.

3) Do you have a written policy that outlines both preventative and responsive measures that employees must take to mitigate a security breach?

A) If so, how is this information shared with employees? Does it need to be shared more often?

B) If not, how could you implement a security policy? Is there an employee who would be good at this task? Would you prefer to use an outside consultant?
