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LEVERAGING CULTURAL NORMS WITH PRIVACY BEST PRACTICES

PRIVACY RISKS ADDRESSED

- Privacy Privilege
- Gossip at the Workplace
- Identify Verification Processes



MR & MRS DAWSON SCENARIO

Cultural Risk: Unauthorised disclosure of personal information to family & friends

Privacy Concern: Lack of transparency; security safeguards; purpose limitation and accountability

Practical Solution: Ensure that standards, policy, and accountability measures are in place

Privacy privilege is for everyone. All individuals deserve to have their personal information protected & safeguarded. Introduce policies & accountability to ensure that ethical privacy standards and expectations are met.





PRIVACY IS NO GOOD WITHOUT THE CULTURE TO BACK IT UP!



WATERCOOLER GOSSIP SCENARIO

Cultural Risk: Oversharing and gossip at the workplace

Privacy Concern: Unwarranted & unapproved disclosure of personal (often sensitive) information

Practical Solution: Beware of staff oversharing or gossiping about personal (often sensitive) information belonging to clients, staff & anyone in the community. Train staff on noncompliance with PIPA & implement procedures to address negative behaviours on the job.

MISUSE OF INFORMATION SCENARIO

Cultural Risk: Familiarity leading to lapse in judgement to protect & secure personal information

Privacy Concern: Lack of identity verification process prior to sharing of personal information

Practical Solution: Being too laid back can lead to forgetting about privacy best practices which puts the organisation and individuals at risk. Implement a robust verification process to confirm the identity of callers before sharing information. Remind staff on the consequences of negligence.

