

# enterprise privacy office

## FAXES AND COPIERS

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► Today's office machines can duplicate *and* transmit sensitive information. Listed below are some extra steps that you can take, when using fax machines or copiers, to help safeguard sensitive information.

- Check the User's Manual. Many copiers and faxes have memory functions that retain the transmitted information. Check your User's Manual, or contact your vendor, to find out if the machine has a memory function. Options to help safeguard sensitive information include deactivating the machine's memory function and/or periodic clearing of the machine's memory.
- Get Rid of the Clutter. Don't let paper documents pile up in copier and fax areas. Remind staff to remove documents promptly. Establish procedures to have unclaimed documents shredded or placed in a secure shred bin at the end of each day.
- Know Who's on the Other Side. Verify fax numbers of recipients prior to sending, and request that recipients confirm receipt.
- Know Who's Trying to Contact You. Ask to be alerted in advance if a sender plans to send sensitive information by fax. Pick up the fax promptly.
- Cover It Up. Use fax cover sheets that contain a confidentiality statement. The confidentiality statement should clearly state what a recipient should do if a fax is received in error.
- Check, Scan, and Check Again. Do not email copies of sensitive information directly from a copier. Send the information to your email address first, and review the information for accuracy before forwarding.
- Equipment Recycling. Clear all equipment memory prior to returning leased equipment or disposing of copiers or fax machines. If a vendor is involved in this function, consider inserting contract language that covers certificates of destruction, confidentiality of sensitive information, and documentation of chain of custody.



### PRIVACY POWER -UP !

#### What Are

#### Privacy Power-Ups?

- Tips to **ENERGIZE** privacy program implementation
- Pointers on information privacy safeguards, training techniques, and compliance activities
- Synopses of privacy hot topics, research, and technologies
- Tools for Agency privacy liaisons to increase privacy awareness and establish information privacy protections