

HOW TO MAINTAIN PRIVACY AND CONFIDENTIALITY



DON'T TAKE NOTES

When organizations store confidential and personal information, they use extra precautions to make sure that the people who shouldn't see the information can not.

It's much harder to do that when you don't have an office just for the work you do. If you take notes, other people might see them, and that isn't fair to the people you help.

You will need to keep some information:

- emails or notes to arrange times for calling people back
- notes with no information to identify a caller.

Because LISNS is concerned about privacy and confidentiality, we advise Navigators to not take notes.



STICK TO THESE EMAIL GUIDELINES

When communicating with others over email, remind senders not to share confidential information. If someone sends you an email with confidential information, delete it right away.

Introductory Email Template

Hello *[insert name of email recipient]*

My name is *[insert your name]*, and I am a Seniors' Legal Info Navigator.

My role is to answer any questions you have about using the Legal Information Society of Nova Scotia Personal Directive App. I can give you legal information and resources that may help you make your personal directive. However, I cannot give you legal advice or fill out forms for you.

I can help you by phone or through email. If you would like to speak on the phone, let me know a good time and date for us to talk and a phone number where I can reach you.

The Legal Information Society of Nova Scotia and I are committed to keeping your information private and confidential. You can help us do that by giving me only information related to making a personal directive.

Many thanks, and I look forward to hearing from you.

[insert your name]

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KEEP PEOPLE'S STORIES PRIVATE

To ensure that you protect people's confidential information, don't talk with family and friends about your work as a Navigator.

What does this mean?

Do not share with other people the stories or information that callers give you. Any information that could identify a caller is confidential. Do not tell your friends and families about it.



AVOID DISCUSSING YOUR PERSONAL INFORMATION WITH CALLERS

When you are helping people to use our apps and services, avoid discussions that involve personal information. At the beginning of the call, you should remind callers to not disclose personal information. Keeping your personal information to yourself protects you as well. Personal information includes:

- bank account numbers
- credit card numbers
- SIN numbers
- stocks and investments values
- information about their health and yours