

Privacy & Data Security

Q&A - test your knowledge

Hey, I'm trying to do final edits for a closing today and I'm locked out of the system and can't get back in - since you are going to lunch soon, can you just give me your password, so I can get these fixed asap?



Choose One

- A. I can't give you my password, but I will do the edits while you go call tech support.
- B. I can't give you my password, but I will go and login on your computer and you can take over from there while I'm at lunch.
- C. Sure, but don't tell anyone else my password. Between you and me we can be each other's back up.
- D. I can't see why not. You signed the confidentiality agreement and we both have access to all of the same information anyway.

Answer

A. I can't give you my password, but I will do the edits while you go call tech support.

Employees shouldn't share personal access passwords. It can be tempting and seem harmless, but it is a security risk because it restricts the firm's ability to track users and access.



Thank you for calling
tech support.

Your temporary password
is Toronto16+

What should you do now with your password?

Choose One

- A. Type the temporary password into the system and when you get a chance, change it to a password you haven't used and has at least 8 characters, capital letter, number, and symbol. Keep the password written down and in your desk until you are able to memorize it.
- B. Keep using Toronto16+ because it meets the password strength rule and put it into a password manager.
- C. Change your password while you are on the phone with tech support and use a password that you had before so you don't forget it.
- D. Change your password while you are on the phone with tech support using 8 character etc. standard and then save password in secure location.

Answer

Using a simple password that is easy to remember is very tempting, but these are also passwords that can be hacked. Writing down your password is also not secure. The best way to secure your password is to keep it in a password manager. Memorize your password manager password, but if you need to write it down - keep it locked in a drawer or password protected file.

- D. Change your password while you are on the phone with tech support using 8 character etc. standard and then save password in secure location.

Password Managers

- Dashlane
- LastPass
- Sticky Password
- LogMeOnce
- 1Password
- TrueKey
- RoboForm
- Keeper Desktop

- Personal and small business options are available
- Password managers also save time
- Password managers can be used to share specific information with your Successor and/or Executor

OK, WHAT NEW
PASSWORD CAN I
CREATE SO HACKERS
WON'T STEAL MY
STUFF?

HACKERS
STEAL
1.2 BILLION
PASSWORDS

NEW PASSWORD-



Crap ... every time I try to send the electronic funds transfer for this closing today, I get an error code. I've tried everything and it never works.

What should I do to fix the error?



Choose which answer(s) are correct

- A. Call the client and ask them to email their bank account information so you can double check to make sure you have the right number.
- B. Screenshot the error code and the client's record so you can email it to bank's tech support so they can fully understand the error that you are experiencing and get it resolved quickly
- C. Call the bank and have them troubleshoot the issue.
- D. Keep trying until it works

Answer

- Email may not be encrypted, so information should not be sent by way of email unless password protected or encrypted.
- Trying until it works ? could also be a solution?

C. Call the bank and have them troubleshoot the issue.

Email Encryption/Protected email

- Epost Connect – Canada Post
- Protected Trust –
www.protectedtrust.com
- RMail - www.rmail.com - registered email service which can prove delivery + encrypted email
- ZixCorp - www.zixencryption.com
- SendItCertified.com
- Office 365 E3 or E5



Hi, it's Expert Harv I'm sending over a USB for you to copy Client Jane's file so I can have all the file information for tomorrow's court appearance. Let me know when it's ready to pick up.

How should employee respond?

Choose which answer(s) are correct

- A. Sorry Harv, we can't put the information on USB due to unknown viruses, we can only provide you with print copies of the information.
- B. We only use our own USB's to download from client files; it will only take couple hours and I will let you know when it's ready.
- C. Harv, I'm going to speak to the lawyer and call you back so we can work out how this can get done.
- D. Thanks Harv, we need to get this done ASAP because you have a court date tomorrow and you need to be prepared.

Answer

- USB from external source may not be safe
- USB use should be very restricted – can be encrypted, but no guarantee – easy to lose
- Client information should not be released to third party unless necessary; lawyer can determine what parts of the file are necessary, if any, for Expert Harv to have.

C. Harv, I'm going to speak to the lawyer and call you back so we can work out how this can get done.

Secure File Sharing

- Epost Connect – Canada Post
- Titanfile.com
- E-Courier.ca
- Sharefile
- Dropbox
- OneDrive

Use to share and collaborate

Use as easy method for clients to securely send you sensitive information



I just got the email from lawyer Dan whose in Court in Sydney. He wants me to email him a copy of client Jane's latest medical report. He attached a link with special instructions to show me how to send it through encryption.

What should I do?

Choose which answer(s) are correct

- A. Get the information over to him ASAP because last week you got accused of not being a team player and cooperating with Lawyer Dan.
- B. Take the time to find out if Dan is really in court in Sydney and if he is, send over the information that he is asking for.
- C. Open up the attachment to see if you can really send the information securely.
- D. Don't do anything with email; Try to find out from Dan/tech support if this is legitimate email and file share link.

Answer

Hackers posing as official persons in your firm is a very common trick - likewise an attachment to an email that appears to be for a legitimate firm reason.

If you don't recognize the person sending the email or are not expecting it - **do not open the attachment.**

If lawyer really needs client information sent while out of town, they should contact support directly and arrange for secure transmission.

- D. Don't do anything with email; Try to find out from Dan/tech support if this is legitimate email and file share link.

From: Gale, Lila <Lila.Gale@novascotia.ca>
Sent: September 16, 2019 11:40 AM
To: Colleen Crowther <ccrowther@nsbs.org>
Subject: Important Shared Docs From Lila Gale at NOVA SCOTIA

Hello,

Lila Gale shared you some document via the use of One Drive file processing Technique.

Please kindly view https://docs.google.com/document/d/1j-bgnvcnz_iqs9lsnz3ndzglizv9t4vt84ngxq4y/edit?usp=sharing and files

Click or tap to follow link.

[SECURED ACCESS](#)

Please let me know if you have any questions .

Thanks, Lila

Lila Gale
Paralegal
Special Prosecutions
Public Prosecution Service
1305-1505 Barrington Street
Halifax, NS B3J 3K5
(902) 424-8734
(902)424-8440
Lila.gale@novascotia.ca

I just got this email from my friend at ABC Law Co. She is opposing counsel on Section B claim and wants me to email her Suzie client's claim form and her receipts for her prescriptions for Zoloft and other medication.

What should I tell my friend?



Choose One

- A. Tell her you are on it. Email the information right away so you don't forget. She is trusted friend and colleague.
- B. Ask her if she has access to encrypted email, and if not, fax it to the ABC Law Co. to her specific attention
- C. Tell her you will be in touch with her after discussing with Suzie Client.
- D. Knowing that she has a secure password on her email, email the information to her. It will be safe and you know her well.

Answer

- Security breaches can happen even among friends and trusted colleagues;
- Email and fax are not automatically secure methods of exchanging health information;
- Information should only be provided with client consent and in a secure manner

C. Tell her you will be in touch with her after discussing with Suzie Client

I told my friend I would be in touch.

Is there anything else I should do
about the email that I received
from my friend?



Choose One

- A. Talk to a co-worker to see if this was the right way to handle request for Suzie's receipt for Zoloft?
- B. Advise manager that you received an email from ABC Law Co. that contained health information about a client
- C. Check with a friend from law school to see how she would have handled the request for Suzie's receipt for Zoloft.
- D. All of the above

Answer

A and C are not appropriate actions, because you don't discuss or share personal information unless it is necessary and neither of these are necessary

B. Advise manager that you received an email from ABC Law Co. that contained health information about a client

- Sometimes clients or other third parties will email sensitive information, even though they have been asked not to do so
- The manager needs to be informed so that the incident can be documented and the circumstances

Questions?

