

## What's the big deal if...



***...I mail sensitive documents the same way as I would a birthday card?***

Why it is a big deal
<ul style="list-style-type: none"><li>• The envelope might be inadvertently opened by someone who should not see its contents</li><li>• That 'someone' now has sensitive information, including potentially personal information that they are not entitled to have</li><li>• This could lead to fraud, identify theft and/or a misuse of that information</li></ul>
Scenario
During a file investigation, a Canada Revenue Agency (CRA) agent asks for a hard copy of a client's file that contains Protected B information. Your office's secure fax device has been sent for repairs. What should you do?
Possible actions (vote on the correct answer)
<ul style="list-style-type: none"><li>• Option 1: Wait until the secure fax device has been repaired and returned</li><li>• Option 2: Double-envelope the client's file and mail it to CRA</li><li>• Option 3: Use regular fax to send the information to CRA</li></ul>
Explanation
<ul style="list-style-type: none"><li>• Option 2 is the correct answer</li><li>• When using a double envelope, the outer envelope does not advertise or draw attention to the sensitivity of the information contained within</li><li>• If it is opened inadvertently at CRA, there is another envelope inside that lets the individual know that contents are sensitive, and should be forwarded to the right person</li></ul>
Key take-aways
<ul style="list-style-type: none"><li>• Always use the correct safeguards and guidelines for mailing sensitive information</li><li>• When using double envelopes, mark the inner envelope with the appropriate security marking (e.g. Protected B). This identifies the sensitivity level to the addressee and helps them to apply the appropriate safeguards for its handling</li></ul>
More information
<ul style="list-style-type: none"><li>• <a href="#">Information Classification Guide</a></li><li>• <a href="#">Handling of Information and Required Safeguards</a></li></ul>