

# Privacy Update

## Announcing New Privacy Incident Coordinator



The DHS Information Security Office, Privacy Program, is pleased to announce the appointment of Susan A. Teruya as DHS Privacy Incident Coordinator. Susan joined the Privacy Program on May 27, 2008.

Susan has a Bachelor's Degree in Business Management and is a licensed Property and Casualty Insurance agent. At a major insurance company for 15 years, she obtained supervisory, coordination, and formal complaint resolution experience. She has initiated and coordinated major pilot programs within the insurance organization.

As the DHS Privacy Incident Coordinator, Susan will be available to assist when there is a breach of confidential information. She will obtain the facts, consult with you on a resolution, and assist you with remediation efforts.

Please review the Privacy/Security FAQs on the Information Security Website. DHS Form 3001 will help guide you in collecting the initial

incident reporting information. You may assist Susan by reporting all privacy incidents as you learn about them.

Susan is available at (503)947-5026 or [susan.a.teruya@state.or.us](mailto:susan.a.teruya@state.or.us)

Susan will be working with Jane Alm, Privacy Officer, who is available to answer your HIPAA and privacy inquiries at (503) 947-5255 or [jane.alm@state.or.us](mailto:jane.alm@state.or.us)

The Privacy Program welcomes Susan to their team. You may also reach Jane or Susan at [dhs.privacyhelp@state.or.us](mailto:dhs.privacyhelp@state.or.us) or by calling the help line at (503)945-5780.



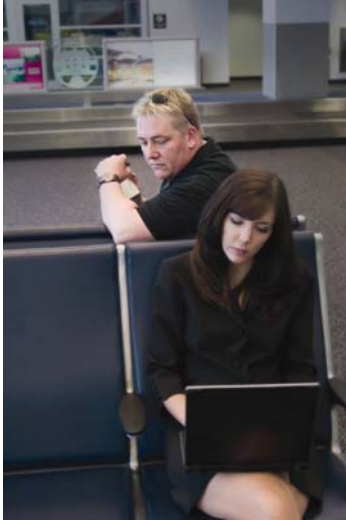
## Snail Mail Reminders

There has been an increase in misdirected regular (snail) mail. To prevent lost or misdirected mail consider the following:

- DAS Shuttle Service can not deliver to post office boxes. A physical address is required. Include detailed return address information. PO Box mail must be prepared for delivery by the US Postal Service.
- Mail addressed to "Human Services Building, Main Mail Room, 500 Summer St. Salem, OR 97301" leaves much to the imagination. Take a look at the pre-printed labels your office uses. Make sure that the information on the label is complete enough to ensure that the mail will reach the intended recipient.
- Include return addresses. It's best to put the return address on the inside and the outside. The only way to ensure that you'll get an undeliverable item back is to provide a clear return address.

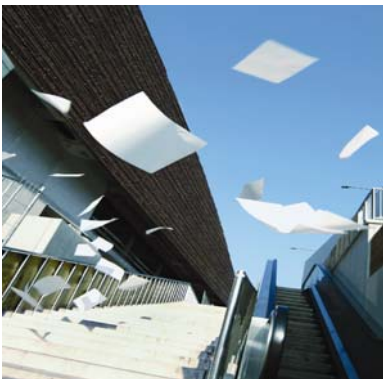
For more information on effective mail processes you can access the Mail Processes and Privacy Web site at <http://www.dhs.state.or.us/mail/>

## Commuting and Privacy



**Shoulder surfing** is the phrase used to describe the casual act of watching what laptop and BlackBerry users are doing on their screens. It also applies to professional criminals who try to capture passwords and personal identity numbers as the basis for further fraudulent activity. For state employees, the increased use of car pools and public transportation increases the potential for shoulder surfing. There are ways to reduce the risk of exposing confidential information in these situations.

- Pay attention to your surroundings.
- Create complex passwords.
- Position electronic devices to avoid the risk of casual viewing by others.
- Be alert to cellular phones with audio-visual capabilities.
- Be attentive to safeguarding confidential information during conversation.



**Leaving It All Behind You.** A BlackBerry, laptop, client file, or briefcase is left on top of a car, in a carpool car or a bus, or in the restaurant

booth. As you transport sensitive information take extra precautions to protect it.

- Double-check your surroundings when you're ready to leave.
- Consider a belt clip carrying case for your BlackBerry.
- Determine whether or not the device, file, or briefcase could be secured in the trunk of a car.
- Reflect on how you would want information about you to be protected.
- Take a 10-second pause to ensure that the information in your care is secure.

### **Policy Reminder: Transportation of Information Assets**

**DHS-090-010**

[http://www.dhs.state.or.us/policy/admin/security/090\\_010.pdf](http://www.dhs.state.or.us/policy/admin/security/090_010.pdf)

This new policy spells out requirements related to DHS information assets when in transit. This and other Information Security and Privacy policies can be found on the DHS Staff Tools website.

<http://www.oregon.gov/DHS/admin/infosec/>



## Misdirected Email Reminders

The number of misdirected email messages containing confidential information has increased. Here are some reminders to help ensure that your electronic messages reach the intended recipient.

The **Hover Bubble** is your best GroupWise friend. Let your arrow (cursor) rest for just a second on the recipient name you've selected from the GroupWise address book.

Empty your **Frequent Contacts** address book frequently. Once an incorrect recipient name gets into your **Frequent Contacts**, it will continue to be the default for any similarly spelled name. Remember the cautionary phrase, "When in doubt, step away from the mouse."

There is a 15 minute computer based training (CBT) module on the subject. It can be taken at your own desk and audio is not required. You can register for and access the class, "Misdirected Email," from the DHS training registration site at

<http://www.dhs.state.or.us/training>

**SPAM Is Increasing, Protect Yourself!!!**



According to Symantec Corporation’s *Spam Monthly Report* for September 2008, spam accounts for “80 percent of email through August 2008” and notes that Internet spam has increased 9% since June 2008. Despite efforts to combat junk email, spammers continue to adopt new methods to evade detection by e-mail filters. One difficulty faced by those working to reduce spam is the speed with which spammers change their tactics.

**What is the state doing about spam?**

The state uses several anti-spam filters at the email servers to filter spam from our mailboxes. These filters use publicly available “blacklists” to determine if email is coming from a legitimate source. Unfortunately, spammers also have access to the blacklists and can adjust their emails to bypass the filters. This doesn’t mean that the blacklists are ineffective. In fact, the blacklists ensure that the state isn’t bombarded by “old spam” each day. These filters are blocking 50-75% of spam directed at the state each day.

**What is DHS doing about spam?**

DHS uses a secure email product called Tumbleweed. Part of this secure email solution includes dynamic anti-spam (DAS) filtering. DAS filtering uses real time updates to the spam filters to determine what email is spam and legitimate. The updates occur approximately every two hours. The spam filters stop the definite spam but have to allow the email messages marked as probable because of the addressing scheme used by the emails.

**How can I combat Spam?**

Unfortunately, spam is not likely to go away any time soon. However, you can help yourself in a big way.

1. The best way to combat spam is to delete it without opening it. Ask yourself, “Do I know where this came from?” “Did I ask for this product or information?” “Do I know who sent this?” It is best to be cautious if you don’t know the answers to these questions.
2. Avoid replying to the sender. Replying and typing “REMOVE” in the subject line is the best way to let a spammer know that they reached a legitimate address. It’s like waving a flag that says, “Go ahead and send me more!”
3. Don’t use an automatic “Out-of-the-office” reply. It has the same affect as above. It will automatically reply to spam emails as well as the legitimate ones.
4. Use the “Junk List” and “Block List” features in GroupWise (found under “Tools”) or just right-click on the email and select “Junk Mail/Junk Mail Handling”.

Do not buy any thing from a spam message, it will also tell the spammers it is a legitimate e-mail address.

**Resources**

**Privacy Program**  
Telephone: 503-945-5780

**Information Security**  
Telephone: 503-945-6812

**Information Security/Privacy Web Site**  
[www.oregon.gov/DHS/admin/infosec/](http://www.oregon.gov/DHS/admin/infosec/)

**Privacy Help E-mail**  
PrivacyHelp, DHS

**Information Security E-mail**  
SECURITY, DHSINFO

**Privacy Policies**  
[www.dhs.state.or.us/policy/admin/infosecurity.htm](http://www.dhs.state.or.us/policy/admin/infosecurity.htm)

**Staff contacts**

**DHS PRIVACY PROGRAM STAFF**

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**DHS PRIVACY COORDINATORS**

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