

# PRIVACY & SECURITY INFORMATION NOTICE

RAISING AWARENESS ABOUT THE IMPORTANCE OF PROTECTING  
THE PRIVACY & SECURITY OF SENSITIVE INFORMATION

#2007-07-01

## Internal Mailing Standards

There have been numerous reports of misdirected internal courier envelopes. Most of these events have been benign however increasingly envelopes containing sensitive information about staff or clients have arrived at the wrong destination. As far as can be determined the misdirection has occurred through:

- Mislabeled
- Not marking out previous address
- Unreadable addresses
- No return mail stop
- Not marked confidential
- Confidential material mixed with non-confidential material

While the vast majority of internal information is not sensitive we must take action to protect the information entrusted to us. The following are suggested steps to take to prevent breaches to staff and client privacy.

1. Hand deliver sensitive information if at all possible.
2. If unable to hand carry put the information in a sealed envelope before inserting in Brown Line envelope. Mark internal and external envelopes as "Confidential".
3. Ensure that old address are marked out.
4. Double check the delivery address and then print the address.
5. Print your return mail stop.

By following these steps we should see a reduction in misdirected mail.

Questions can be directed to:

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