

Record Keeping Tips

- Computer password protection
- Locking computers to desk surface
- Keeping files with personal information in locked cabinets
- Secure any confidential computer disks
- Neutral comments in files
- Retention policies for files
- Retain records provided through a PIPA request in a separate file for producing to the Commissioner, if required
- Consider separating records into two files, if appropriate, in order to separate information that the member would be most interested in seeing from the standard information. Sever (black out) information that identifies a third party who has not agreed to release their information.
- Don't keep member's housing file in plain view of other members
- Access to members' files on a need-to-know basis only
- Remember that discussing member's personal information should be kept to a minimum and only on a need-to-know basis
- Video surveillance – does your co-op use surveillance cameras and if so, how do you store the information? Signs should inform people that surveillance is in place. While cameras should be in public common areas, take care with hallways so as not to focus on a particular unit entrance. ¹
- Review access to fax and phone messages and put security procedures in place
- Destroy previous member files and financial information about current members after 7 years.
- Destroy personal information used to make a decision one year later.
- Purchase zigzag shredder
- Review archives and secure personal information
- When giving up control of any machine that contains personal information (desktop or laptop computer, photocopier, cell phone/blackberry, etc.), wipe the hard drive to ensure all personal information is deleted.

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- If you receive confidential information by fax, destroy the used imaging film from your fax machine. Consult the user manual for your fax machine for instructions.

¹ Some co-ops use fake cameras – this is not advisable. Arguments have been won in court when an individual thought they had the protection of video surveillance. When an incident occurred, there was no evidence to forward to police as the camera was fake.