

Privacy Checklist for Communications

- Does the communication include personal information about anyone?
 - If yes, have they given consent?
 - If yes – might they still be surprised or concerned?
 - Does the information need to be disclosed in an identifiable way?
- Comms audience / recipients
 - What's the intent of the comms – have the recipients consented for their information to be used to receive comms of this type?
 - Have they agreed for these particular contact details (e.g. email address) to be used for this purpose?
- Are you requesting more information from recipient?
 - If yes, have you advised
 - What information will be used for
 - Who will be able to access the information
 - Where it will be stored and for how long
 - Of their right to request access and correction
- Are contact details and consents current – reasonable to assume accurate?
- Ability to opt-out of future comms?
- Emails
 - Use bc (blind copy), not cc (copy all)
 - Ensure correct attachments
- Snail mail – are envelope and address window discrete enough given the nature of the communication?
- Outbound calling
 - Phone line may be shared with others – verify who you are speaking to
 - Do not call registers
 - take care to identify you are speaking with intended recipient before sharing personal information or providing message for recipient