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Data Privacy for the New COVID-19 Workplace

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Panelists



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Why Is Working Remotely So Much More Dangerous Than Working in the Office?

- VPN, Citrix, personal computers
- Risks of working from smartphones
- Distractions
- Unsecured workspaces and overheard conversations
- No in-person communication with employees
- Printing at home



What Prior Risks Have Become Even More Dangerous, and Why?

- Phishing
- Whaling
- Telephone scams
- Ransomware (OFAC considerations)
- Business email compromises
- Reputational harm from incidents
- Iran and Russia election interference



Biggest Concerns Regarding New Methods of Communicating

- Videoconferencing and Zoombombing
- Personal email
- Personal mobile devices and text messaging
- Failure to save emails and documents into Document Management System



Protecting Employees: Best Practices and Safety

- Requiring workforce to return to the office – or requiring employees to identify location where they are working/residing
- Imposing travel restrictions and reporting contact with COVID-positive people outside the workplace



Protecting Employees: Best Practices and Safety (Cont'd)

- Privacy related to health information
- Taking temperatures and monitoring health, protecting that data
- Reporting to possible exposed individuals
- Setting boundaries for working time (“every day is Tuesday”)



Steps Businesses Can Take to Mitigate Risk

- Use technology to protect workers and data
 - Multi-factor authentication
 - Data loss prevention tools
 - Links sniffing and spam/scam/phishing detection tools
- Training employees: Encourage reporting for suspected incidents, then immediately contact PR/legal
- Creating and enforcing policies to prevent loss of data and success of scams, such as wire/payment instruction change processes
- Be prepared for an incident, continue to tabletop the response plan – consider/get/review cyber liability coverage
- Create logical and collection-lite health and wellness policies



QUESTIONS?

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