

Keep It Safe: Your Guide to Handling Sensitive Information

Sensitive information includes personal details like names, addresses, dates of birth, contact details, account information, financial details or anything that could identify a person.

1

Only use what you need

Collect, access or share sensitive information only when it is needed for your role.

ASK: Do I need this to do my job?

2

Check before you share

Before sending information, check the recipient, attachment and message details.

PAUSE: Is this going to the right person?

3

Keep it out of public view

Sensitive information should not be left visible on desks, screens, printers or shared spaces.

DO: Lock your screen and store documents securely.

4

Protect your access

Your accounts and devices are often the gateway to sensitive information.

USE: Strong passphrases, MFA and software updates.

5

Dispose of it securely

Sensitive information should be safely removed when it is no longer needed.

FOLLOW: Your organisation's secure disposal process.

6

Watch for unusual requests

Scammers may pretend to be customers, suppliers or colleagues to access sensitive information.

VERIFY: Use a trusted contact method before responding.

Small actions help protect customer, colleague and organisational information every day.