Technical Information means information about CIHI’s networks, servers, applications or computing environments. Technical information includes but is not limited to

- Specific technologies in use at CIHI;
- Log files and dump files;
- Network and application topologies/diagrams;
- Operating systems, software or hardware systems and versions;
- Application development tools and technologies;
- Information about CIHI’s information security controls;
- Application code;
- System configuration files;
- Data models and database schema information; and
- Results of information security audits assessing CIHI’s information processing systems.

Policy

1.0 CIHI Staff are to perform work either on CIHI’s premises

1.3 De-Identified Data

- Shall not be removed from CIHI's premises in paper form;
- Shall not be sent by email, either internally or externally, unless authorized and with appropriate safeguards as set out in the *Secure Information Transfer Standard*;
- Shall not be stored on Mobile Devices or Removable Media; and
- Shall not be accessed using CIHI's VPN from outside of Canada.

1.4 Technical Information

- Shall not be removed from CIHI's premises in paper form;
- Shall not be sent by email externally, unless authorized and with appropriate safeguards as set out in the *Third-Party Technical Information Disclosure Standard*;
- May be sent by email internally only; and
- Shall not be stored on Mobile Devices or Removable Media unless the Mobile Device or the media is encrypted according to CIHI's current encryption standards.

2.0 **Conditions or restrictions on the retention of Personal Health Information on a Mobile Device**

- Not applicable; CIHI prohibits the retention of Personal Health Information, Health Workforce Personal Information and De-Identified Data on Mobile Devices.

3.0 **Remote access**

CIHI Staff are permitted to work remotely using CIHI's VPN on CIHI-provided encrypted laptop computers. CIHI Staff are prohibited from remotely accessing Personal Health Information if other information, such as de-identified and/or aggregate information, will serve the purpose, and from remotely accessing more Personal Health Information than is reasonably necessary for the identified purpose.

Only authorized CIHI-owned devices are allowed to connect to CIHI's networks over VPN. CIHI Staff are responsible for adhering to conditions and restrictions as set out in CIHI's *Acceptable Use Policy* including but not limited to the following:

- The user must safeguard the device's physical security;
- The device may be used for CIHI-related work only and may not be used by anyone other than the authorized user; and
- Storage of data on CIHI-issued laptops and workstations is prohibited.

All laptops and workstations capable of accessing CIHI’s networks over VPN must employ whole-disk encryption in addition to all information security controls employed for on-site devices.

The approval process for accessing Personal Health Information, whether over VPN or through on-site devices, is found in Section 10 of CIHI’s internal *Privacy Policy Procedures*.

Compliance, audit and enforcement

CIHI’s *Code of Business Conduct* describes the ethical and professional behaviour related to work relationships, information — including Personal Health Information — and the workplace. The code requires all Staff to comply with the code and all of CIHI’s policies, protocols and procedures. Compliance with security policies, protocols and procedures is monitored through CIHI’s Privacy and Information Security Audit Program. Violations of the code are referred to Human Resources as appropriate and may result in disciplinary action up to and including dismissal.

Notification of breach

Instances of non-compliance with privacy and security policies are managed through CIHI’s *Privacy and Security Incident Management Protocol*, which requires Staff to immediately report incidents and breaches by emailing incident@cihi.ca.

For more information:

security@cihi.ca

privacy@cihi.ca

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