



Tips and Tricks

Many companies lack a documented disaster recovery or back up procedure.

In some instances, "taking it with you" is common practice. This refers to the practice of taking files and back up tapes home as part of a back up procedure.

This practice can be devastating in the event of employee disloyalty, disaster at the employee's home, loss or inadequate protection.

"Taking it with you" should be replaced with a sound emergency and back up procedure where the risk is minimized by using a professional storage location and service.

BCRMS can help minimize the risk - call 433-2600 for more information.

Tips and Tricks are featured in each issue of our newsletter.

Tips and Tricks have been developed in conjunction with our customers' best practices.



Lonnie Smythe
Corporate Account Manager

We now have a new Corporate Account Manager, Lonnie Smythe. Many customers already know Lonnie through her work in client operations and administration over the last twelve months. Lonnie has over 8 years experience in client service, administration and operations.

She has an extensive background in Health Care including hospitals (she served as an emergency ward co-coordinator at VGH for five years) as well as private Dental clinic. Before joining BCRMS, Lonnie had ventured into the Records Management industry as an inventory and administrative specialist.

Lonnie's task is to become fully informed as to each clients needs and provide program and pricing that always meet the ever-changing information storage and management requirements of today's business and professional community. Her personal approach and on-going commitment will ensure our service meets your particular circumstance.

Lonnie can be contacted directly at 604-433-2600 or send her an email at lsmythe@bcrms.com

Do It Yourself

BCRMS offers toolkits so that you can help you help yourself in creating business solutions. Our toolkits include checklists, forms, background and a complimentary orientation.

The following toolkits are available – contact us for more details:

- Disaster Recovery**
- Privacy Assessment**
- Records Management**
- Retention Schedules**
- Communications Strategy**
- Change Management**

Our newsletter and other updates in services and company matters are now available for your leisure on our "NEWS" web page. Check www.bcrms.com regularly for updates.

Historical and Archival Records

Records of enduring value need to be stored in appropriate conditions in order to protect them for long periods of time. Paper can deteriorate over time and electronic and taped data can be irreparably damaged.

Historical and Archival records which reflect the corporate history that will be used to define the company's role in the community, celebrate its anniversaries and provide the basis for future planning need to be protected.

We have created a secure, fire-resistant, temperature and humidity-controlled environment. We adhere to strict archival standards for vault storage that is closely monitored by our Vault Manager and private Security Company.

Let us help you preserve your corporate history.

We are on the web at www.bcrms.com

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we can help**

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depicted daily in the
news – ask us how
you can protect your
business**

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Manager

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BC Records Management Services is a locally owned and operated records center that serves both public and private organizations of any size.

Identity Theft – Prevent It or Regret It

Identity theft affects thousands of Canadians each year. Identity theft is the unauthorized collection and use of personal information usually for fraudulent or other criminal purpose. Both the individual and the companies with which the individual transacts business must protect personal information.

Many businesses have been the victims of stolen client records held on personal computers or in file cabinets.

BCRMS takes your personal information and those of your clients very seriously. Ensure that protecting your client records, both paper and electronic are protected by storing them in a safe place. BCRMS has a temperature and humidity controlled electronic data vault and a full security warehouse for the protection of paper records. BCRMS also provides secure and confidential shredding services to all of its clients.

The Office of the Privacy Commissioner of Canada offers tips for protecting yourself and therefore your clients from identity theft.

Some of these tips are listed below, for complete lists go to <http://www.privcom.gc.ca>:

- § Minimize the risk. Be careful about sharing personal information freely
- § When you are asked to provide personal information, ask how it will be used, why it is needed, who will be sharing it and how it will be safeguarded.
- § Be particularly careful about your SIN; it is an important key to your identity, especially in credit reports and computer databases.
- § Take advantage of technologies that enhance your security and privacy when you use the Internet.
- § Ask that your accounts require passwords before any inquiries or changes can be made, whenever possible.
- § Find out if your cardholder agreement offers protection from credit card fraud; you may be able to avoid taking on the identity thief's debts.
- § Be careful what you throw out. Burn or shred personal financial information. Insist that businesses you deal with do the same.

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