

Handling of Sensitive Information

Classification of sensitive information

Category	Protected			Classified		
Definition	Information that may qualify for exemption or exclusion under <i>Access to Information Act</i> or the <i>Privacy Act</i> , and the compromise of which could reasonably be expected to cause injury to a non-national interest .			Information that may qualify for exemption or exclusion under <i>Access to Information Act</i> or the <i>Privacy Act</i> , and the compromise of which could reasonably be expected to cause injury to the national interest (i.e. concerns the defence and maintenance of the social, political and economic stability of Canada)		
Security Level	Protected "A"	Protected "B"	Protected "C"	Confidential	Secret	Top Secret
Description Examples (for more examples refer to Veterans Affairs Canada Guidelines for the Identification and Marking of Sensitive Information)	Information of Low sensitivity : information that if compromised could reasonably be expected to cause injury to non-national interest. ~Personal information such as tombstone data (name, address, telephone number, Date of Birth) ~ information posted on the Departmental Web site ~ name of an individual and some other information associated with the individual such as date of birth, address, Personal Record Identifier language test results ~ views or someone about an organization which, if disclosed could cause embarrassment to the individual or organization.	Information of a particularly sensitive nature: applies to particularly sensitive information or other assets that if compromised could reasonably be expect to cause serious injury to non-national interest. ~ information that contains medical or psychiatric descriptions ~ information regarding complaints against Veterans Affairs Canada employees ~ information containing a substantial amount of personal datum ~ information containing criminal records summary and finger prints ~ any forms marked "Protected B" when completed ~ Veterans Affairs Canada client files. Information containing an individual's finances such as income, liabilities, net worth, or activities involving bankruptcies or credit ~ Strategic Plan ~ information containing personal evaluations, character references or performances ~ information or records related to the security of government buildings or vulnerabilities of security equipment ~ Treasury Board submissions ~ information of trade secrets.	Information of an extremely sensitive nature: applies to extremely sensitive information that if compromised could reasonably be expected to cause gave injury or loss of life to the non-national interest. ~ information regarding human resources ~ undercover Royal Canadian Mounted Police officers ~ members from a special forces units of the Canadian Armed Forces.	Information of a nature that unauthorized disclosure could reasonably be expected to cause injury to the national interest. Employees must maintain a minimum of a Secret clearance to access Confidential information or assets. ~ interdepartmental committee reports ~ information that could damage diplomatic relations ~ briefing notes dealing with a particular issue involving a Canadian province ~ financial, commercial, or technical information that belongs to the Government of Canada or a government institution and has a substantial value ~ information concerning the financial interest of the Government of Canada ~ information regarding threats to Very Important Persons, Internationally Protected Persons and Embassies.	Information of a nature that unauthorized disclosure could reasonably be expected to cause serious injury to the national interest. Employees must maintain a minimum of a Secret clearance to access Secret information or assets. ~ information regarding international negotiations or trade developments ~ information that can cause serious damage to the civil order, operational effectiveness of Veterans Affairs Canada or to the Government of Canada ~ cabinet information ~ information regarding potential serious injury to Veterans Affairs Canada or the national critical infrastructure ~ Memoranda to Cabinet from Ministers Cabinet ~ Records of Cabinet Committee Reports ~ Records of Cabinet Committee Minutes ~ Records of Cabinet Decisions ~ Records of Cabinet Agenda ~ Presentations Decks on Cabinet documents. Briefing Notes on options for Federal Budget.	Information of a nature that unauthorized disclosure could reasonably be expected to cause exceptionally grave injury to the national interest (loss of life). Employees must have Top Secret clearance to access Top Secret information or assets. ~ information on a national security project ~ "Top Secret" communication systems ~ information regarding potential hostilities against Canada ~ information that could cause wide spread loss of life ~ information that could cause severe long-term damage to the Canadian economy.

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Transportation and Transmission of sensitive information

Security Level	Protected "A"	Protected "B"	Protected "C"	Confidential	Secret	Top Secret
Transmission/Communication						
Mail/Courier	Go to ~ http://today-infosdujour.Veterans Affairs Canada-acc.gc.ca/pdf/security/Storage-Transmittal-Transportation-Destruction.pdf					
Facsimile	Regular Facsimile with conditions. Contact the recipient to inform them you are sending them a facsimile. Confirm the number. Send the information via facsimile. Never use pre-programed and stored numbers. Then contact the recipient to confirm they have received the facsimile.		Secure facsimile is to be used for any information above Protected B. Secure facsimiles are available in strategic positions in the department. Contact Information Technology Security if required.			
E-mail http://dm.vac-acc.gc.ca/content/infoexchange/docs/EMAILPOL.pdf	You can transmit up to and including Protected B information via internal email using Veterans Affairs Canada email system where both addresses are Internal Veterans Affairs Canada addresses.	Veterans Affairs Canada e-mail is only to be used for business purposes unless otherwise authorized. Public Key Infrastructure (PKI) is to be used when e-mailing to other government departments.	Employees are not to Email any information at this level.			
Telephone	Any telephone (land line or wireless).	Preferred method is landline.	Wireless telephones , including cellular telephones integrated into Blackberries, must not be used to discuss any type of sensitive information. Veterans Affairs Canada provides a secure telephone system for protection for calls up to SECRET between employees who have access to the system.			
Storage						
Paper copy and portable media	Employees are to adhere to the clean desk policy.	Locked in an approved container. Approved filing cabinet or locked in desk drawer as long as it is secured.	Protected C and Classified information up to SECRET must be stored in approved security containers with combination padlocks or integrated dial combinations. Only on approved encrypted Universal Serial Bus flash drives which must be stored in approved security containers with combination padlocks or integrated dial locks.			
On network	Internal network or Government of Canada		Cannot be stored on network or hard drive.			
Declassification	http://today-infosdujour.vac-acc.gc.ca/pdf/atip/declassification-documents.pdf					
Destruction						
Paper	Dispose in approved shredding container or shredded.		Use an approved shredder.			
Electronic	Delete and empty recycle bin.		Portable media containing sensitive information must be disposed of in approved waste containers or by arranging pick-up through the National Service desk. Hard drives and other electronic equipment, including facsimile memory cards, containing sensitive information must be disposed of by contacting the Information Technology Services Help desk.			