Text Messaging Sensistive and Confidential Information Policy

Janco Associates, Inc.

2024

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Text Messaging of Sensitive and Confidential Information Policy

Overview

Business mobile usage is exploding and becoming an increasingly powerful tool for marketers to connect with consumers around the world. Statistics show that professional text message use is expected to continue growing through the end of this decade. Although few in-depth studies focused on text messaging statistics have been done in the past, recent reports are beginning to shed light on the opportunities and help us grasp the size and potential impact on businesses.

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d that by 2025, 72.6% of smartphones.

d of the decade

The risks associated with sending sensitive and confidential information (including information protected by HIPAA and other mandated security regulations and standards) via unencrypted text messaging (including FAX, IM, and email) are significant. This is especially true given the climate of major system breaches and rising enforcement of compliance with HIPAA, HITECH, PCI-DSS, and ISO standards.

Another area of compliance impacted by text messaging is the requirement for breach notification. A breach is defined as the acquisition, access, use, or disclosure of information in a manner not permitted by the privacy rules which compromises the security or privacy of such information. Devices used for text messages, such as smartphones and tablets, may be lost or stolen, so the importance of ensuring compliance in the event of a breach is an area that must be reviewed in the context of text messages that may reside on the compromised device.

Policy

The scope of this policy applies to ENTERPRISE in its entirety, including all employees, contractors, vendors, and affiliates. In addition, this policy applies to the network, systems, and applications that process, store, or transmit sensitive and confidential information.

- Text messages are electronic communications sent with a mobile device or computer system. Text messages can transmit photos, videos, and written word formats of communication. If the content of such a message contains sensitive and confidential information, then the text message must comply with this policy and all mandated requirements.

- All text messages containing sensitive and confidential information must be sent in a secure, encrypted, and approved format.

Electronic Forms

One (1) electronic form is included with this policy template. It comes separately in its directory.

- Text Messaging Sensitive Information Agreement

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Job Descriptions

Two (2) job descriptions are included with this policy template. It comes separately in its directory.

- Chief Compliance Officer

- Chief Mobility Officer

- Compliance Security Auditor Officer

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What's New

2024 Edition

- Updated all included forms
- Updated all included job descriptions

2023 Edition

- Added job description for Chief Compliance Officer
- Updated all included forms
- Updated all included job descriptions

2022 Edition

- Added two job descriptions
  - Chief Mobility Officer
  - Compliance Security Auditor
- Updated overview section to include current usage statistics
- Updated - Text Messaging Sensitive Information Agreement Form
- Updated to meet the latest compliance requirement

2021 Edition

- Added material for Ransomware
- Updated - Text Messaging Sensitive Information Agreement Form
- Updated to meet the latest compliance requirement

2020 Edition

- Added Work From Home considerations added
- Updated - Text Messaging Sensitive Information Agreement Form
- Updated to meet the latest compliance requirement
- ePub format added - eReader