

## Bryley Tips and Information November 2008

### **201 CMR 17.00: Massachusetts new regulation to protect personal-information**

In September, 2008, Massachusetts introduced 201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth. Originating from a directive to the Massachusetts Office of Consumer Affairs and Business Regulations (OCABR), 201 CMR 17.00 was initially slated to take effect January 1, 2009, but has been pushed back to May 1, 2009.

This CMR (Codes of Massachusetts Regulations) is extremely significant to any person or organization that collects and retains personal information on even one Massachusetts resident. Under this CMR, personal information is defined as a Massachusetts resident's first name (or initial) and last name combined with social security number, driver's license number (or state-issued ID card), or financial account number (including credit or debit card number). 201 CMR 17.00 is designed to safeguard the personal information of Massachusetts residents by defining standards for collecting and handling this data, both physically and electronically.

Basic provisions of 201 CMR 17.00:

- Develop and maintain a comprehensive, information-security program that limits the amount of personal information collected and retained, and restricts access to this information, both inside and outside the organization
- Identify all possible locations where personal information is stored and restrict both physical and electronic access to these locations
- Monitor the information-security program regularly and review the scope of its security measures at least annually
- Document and review all breaches of information-security policy
- Take disciplinary measures when a breach of security occurs

It also states these computer-system-security requirements relative to personal information use:

- Provide secure, restricted access and require authentication to all computer systems
- Encrypt all records transmitted wirelessly or over a public network (i.e.: the Internet)
- Encrypt all personal information stored on portable devices (like notebook computers)
- Protect all computers connected to the Internet with a firewall, patch these computers regularly, and deploy and maintain malware-resistant utilities on these computers
- Monitor computer systems for unauthorized use or access to personal information
- Educate and train employees on these security measures

[http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcont&f=idtheft\\_201cmr17&csid=Eoca](http://www.mass.gov/?pageID=ocamodulechunk&L=1&L0=Home&sid=Eoca&b=terminalcont&f=idtheft_201cmr17&csid=Eoca) documents 201 CMR 17.00 in its entirety.

Please call Bryley Systems at 888.280.5799 for information on complying with 201 CMR 17.00, or join one of our upcoming, free seminars on this topic.

### **2. Announcements, news, and events**

Avaya IP Office demonstration – Join Avaya and Bryley Systems for a free, business-oriented demonstration of advanced, IP-based, communications featuring Avaya's IP Office.

This demonstration will be held at 9:00am on Wednesday, December 10th, at Avaya's training facility in Chelmsford, MA. Refreshments will be served.

To reserve a seat:

- Call 888.280.5799, extension 207 and ask for Isa
- Visit [www.Bryley.com\Event signup.htm](http://www.Bryley.com\Event%20signup.htm).
- Email [Events@Bryley.com](mailto:Events@Bryley.com).

Complying with 201 CMR 17.00 – Please join Bryley Systems for a free, how-to seminar on complying with Massachusetts 201 CMR 17.00, focusing primarily on the computer-system security requirements of this regulation.

These seminars will be held at 9:00am at Bryley's second-floor conference room in Hudson, MA. Refreshments will be served.

Seminar dates and times:

- January 7, 2009
- February 4, 2009
- March 4, 2009
- April 22, 2009

To reserve a seat:

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- Visit [www.Bryley.com\Event signup.htm](http://www.Bryley.com\Event%20signup.htm).
- Email [Events@Bryley.com](mailto:Events@Bryley.com).