

OUR ASSURANCE OF PRIVACY

The Assistant's Desk

We strive for dependable work, technology and customer support, with extreme vigilance in the protection of confidential information because of its prominence in lawyers' professional obligations. Our assurance of privacy is that the practices, procedures, standards and training that we apply to our technology, work place and staff for privacy protection meet or exceed those in your law office. Our process has ISO 9001 (Quality Management System) certification and we anticipate receiving ISO 27001 (Information Security Management) certification shortly.

Our assurance of privacy is constituted in our privacy policy¹, and the Privacy Commissioner's guidelines in the following documents informed our practices and procedures for privacy protection:

- *PIPEDA and Your Practice: A Privacy Handbook for Lawyers*²
- *Guidelines for Processing Personal Information Across Borders*³

Our software applications are deployed on a server in Microsoft Azure. Your client's information is stored in Canada because the server is in Canada, and is always under your control. This complies with your professional obligations. Azure is an enterprise-grade cloud-computing platform that has ISO 27018 (Code of Practice for Protecting Personal Data in the Cloud)⁴ certification.

The Assistant's Desk a virtual legal assistant. This function is fulfilled through real people sitting at a desk in front of a computer screen, perhaps no different than assistants in your own office on the other side of the world. Our work place has biometric-access controlled entry and exit, electronic surveillance and 24-hour security personnel. Our staff undergo security clearance, sign a confidentiality agreement, commit to a written code of conduct⁵ and receive training in privacy.

The code of conduct prohibits discussing files, copying documents and removing information from the work place. Possession by our staff of imaging and data storage devices (e.g., smartphones, jump drives) in the work place are prohibited. Documents are printed for transcription only by security personnel, who are also responsible for retrieving and shredding them. Email and web browser usage are logged and monitored.

Our practices and procedures for privacy protection are enforceable in like manner as Canada because of the commonwealth legal system common to India and Canada.



Ayoub A. Ali
President

¹ See <http://assistantsdesk.com/assets/privacypolicy.pdf>

² See https://www.priv.gc.ca/en/about-the-opc/publications/gd_phl_201106/

³ See https://www.priv.gc.ca/en/privacy-topics/personal-information-transferred-across-borders/gl_dab_090127/

⁴ See <https://azure.microsoft.com/en-ca/overview/what-is-azure/>

⁵ See <http://assistantsdesk.com/assets/conduct.pdf>