

# How Did We Execute **PIA** on a Healthcare Project and Eliminate all Privacy Vulnerabilities?

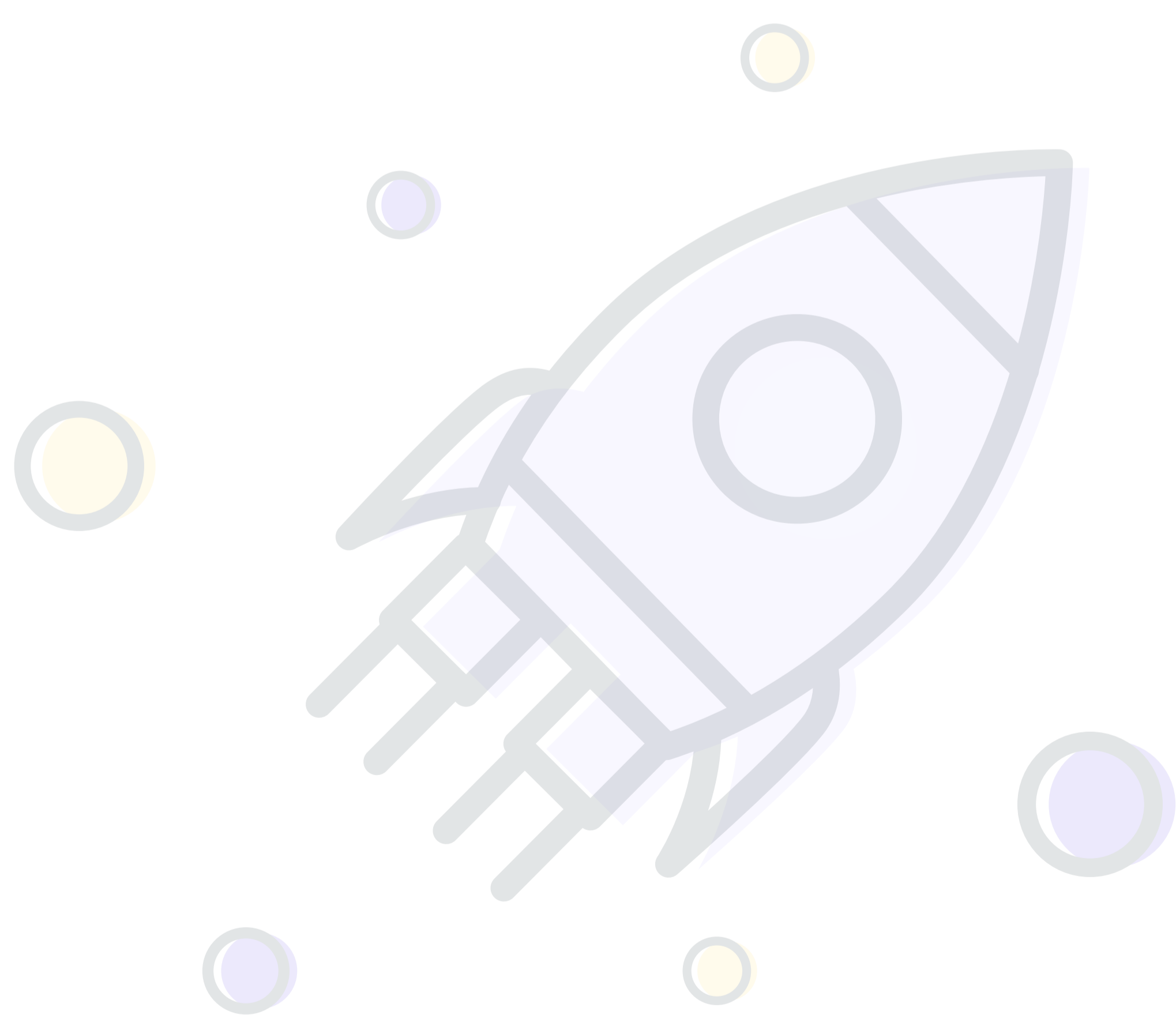


# How Did We Execute PIA on a Healthcare Project and Eliminate all Privacy Vulnerabilities?

PIA is the method that helps companies in recognizing the privacy risks popping out of new projects, technologies, software, initiatives, systems, and models. Once privacy risks are known, organizations can easily mitigate them at the organization-level.

## The Project

An Ontario-based healthcare-focused organization approached us with the requirement of carrying out PIA in order to first find and then solve all privacy vulnerabilities. They were working on the project of a telemedicine product that needed to be free from all privacy issues.

 Industry : Healthcare Location : Windsor, Ontario Employee : 2-10 Year : 2021 Service : PIA

# Objectives & Problem Statements



## **01 Experienced Canadian PIA Experts Only**

The client was looking for only Canada-based experienced PIA experts who have prior experience executing PIA and follow Canadian standards of quality.

## **02 PIA Consultation, Execution and Documentation**

The client wanted to not only execute PIA but be aware of PIA and document the process and outcome of the PIA for any future needs.

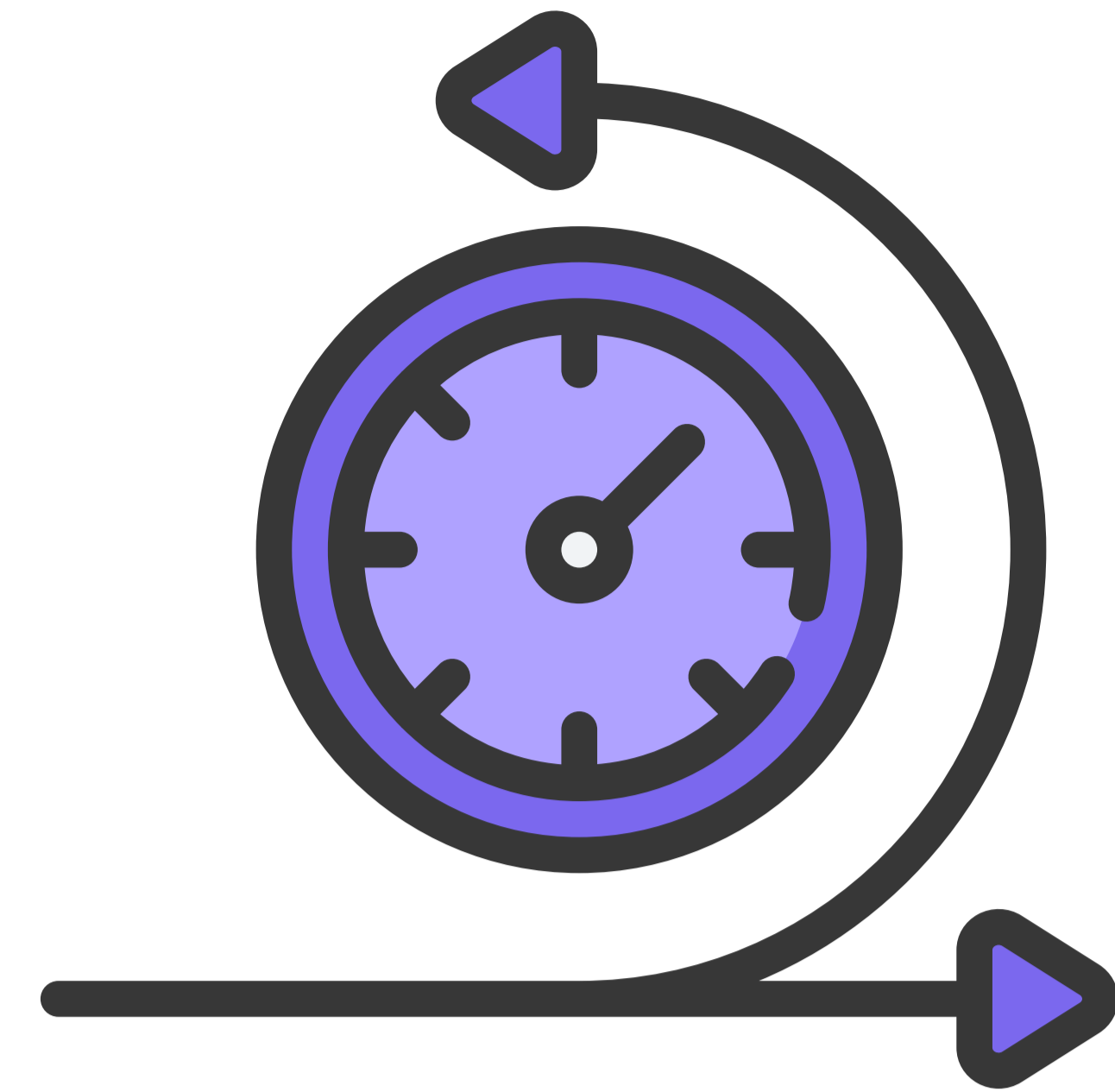
## **03 Privacy Risk Mitigation Strategies**

Once all privacy gaps are known, the PIA expert must suggest workable solutions with long-term strategies to fill all privacy gaps effectively.

## **04 Assistance to Development Team**

The client wanted to make a technical implementation eliminating privacy issues of the telemedicine project easy for his development team.

# The Action Plan



## 01 Preliminary Analysis

PIA auditors determined if the client's project involves the collection, use, and disclosure of personal information.

## 02 Project Analysis

We later gathered important information about the project such as stakeholders & key players and how & in which cases their personal information will be collected, used and disclosed. To understand clearly, we analyzed the business process diagrams and personal information flows.

## 03 Privacy Analysis

With the help of data gathered in the last step, we identified the requirements of applicable privacy laws, potential risks and how it affects privacy.

We found out different workable ways or solutions to eliminate all risks. To implement those solutions, we also helped the development team.

## 04 PIA Report

We prepared a PIA report by documenting all privacy risks found during PIA and recommended solutions.

# The Outcome



## 01 Known Privacy Issues

The organization found all privacy vulnerabilities its project had.

## 02 Solved Privacy Issues

The organization implemented solutions to eliminate all privacy vulnerabilities successfully.

## 03 Well-prepared PIA Report

The app connects physicians who want to serve free to the financially-incapable patients. The app also supports free televisits covered by the health card.

## 04 Peace of Mind

Most importantly, the organization is now not prone to privacy glitches or data breaches.