



## ***Laptop Security is a High Priority***

Your laptop allows you to work while being mobile. However, without proper security practices, your laptop is very susceptible to being lost or stolen. Besides the financial cost of replacing a laptop, the consequences of a lost or stolen device can include:

- Loss of customer confidential and sensitive data
- Fines and penalties associated with loss of customer data
- Damage to company reputation
- Company's competitive position is jeopardized

**If at all possible, do not store customer sensitive data (member SSN) on your device.** Our customer information must be protected at all times and should only be used and/or stored when absolutely necessary.

### **Encrypt your hard drive**

Encrypting the hard drive of your device is the best practice to secure its data. Recommended encryption tool options are:

- Windows – [BitLocker](#)
- Mac – [FileVault](#)
- Windows or Mac - [PGP](#)

### **At the workplace**

Whether you are in the office or teleworking, follow these steps to protect your laptop:

- Use a cable-locking device, even if you plan to be away from your desk for only a few minutes
- Store your laptop in a locked cabinet if you are leaving it for an extended period of time

### **While traveling**

Keep your device with you at all times and do the following:

- Automobiles:
  - Hide it from view (*preferably in the trunk*) and lock the car
  - Hide the laptop before you leave for your destination. Do not wait until you arrive at the destination to hide the laptop—thieves are known to watch for such activity
  - Do not place the laptop in the trunk of a taxi. Keep the laptop with you throughout the duration of the taxi ride.

- Hotels:
  - Lock your laptop in the room safe or the hotel's safe (be sure to get a receipt) when you are away from your room.
  - If the hotel safe cannot accommodate your laptop, use your cable lock to secure it to a non-moveable fixture (such as a floor or wall anchored light) while the laptop is not in use.
  
- Airport:
  - Place your laptop on the conveyor belt as the very last item so you can retrieve it immediately following its security scan
  - While waiting in line or in a lobby, keep the strap of your carry case on your arm or around your leg – do not place the item on the ground

### **Be prepared in the event your laptop is lost**

- Record the laptop's serial number and store it in a safe place, such as your wallet. This will facilitate recovery efforts and identify you as the owner of the laptop if it is lost or stolen.

**If your laptop or other electronic device on which you were conducting Aetna business is stolen or lost, immediately notify Aetna's 24 hour Corporate Security hotline at (800) 682-3213.**