



# ARE CYBER BANDITS LURKING IN YOUR CELL PHONE?

**By Robert Siciliano, Security Consultant with ID Theft Security**



valuables by breaking into the home of more than 50 people who had shared their whereabouts with friends online.

**What to do:** Don't post your location on services such as Facebook and Twitter. Also, skip geolocation services such as Foursquare, Gowalla and Facebook Places. For maximum security, look in "Settings" for instructions on disabling your smartphone's location services entirely. Mapping, weather and other location-based applications should still work in most cases, but you will have to enter your location manually.

## MOBILE COMMERCE ACCOUNT THEFT

**How they get you.** As smartphones become more common, banks, credit card companies and retailers are likely to allow consumers to use their smartphones to make payments and other financial transactions. The trouble is, testing suggests that with today's technology, these smartphone payments might not be completely secure. Hackers could steal account information wirelessly...or pickpockets could steal your smartphones and make transactions using your accounts.

**What to do:** At a minimum, if you use mobile commerce applications, you should password-protect your smartphone and check your credit card and bank accounts frequently for any unauthorized transactions. Better yet, do not use your smartphone for mobile commerce at all – at least until it is in wide use and has been proved safe.

## CELL-PHONE EAVESDROPPING

**How they get you.** You receive a text message that appears to come from your bank, or some other trusted institution. It warns of a

problem with your account. But when you click a link in this text message, it actually downloads software into your phone that lets a criminal listen in on future calls, read your text messages, see photos taken with the phone, track your location or even listen to in-person conversations when the phone is nearby. The criminal could gain access to your e-mail and computer files or even your credit card or bank account information if you use the phone to make online purchases.

**What to do:** Never click a link in a text message unless you are certain that the message was sent by someone you trust. Keep your cell phone on your person whenever you are away from home, reducing the odds that a criminal will find the phone unguarded and load malicious software onto it. BlackBerries and smartphones using the Symbian operating system, such as smartphones from Nokia, appear to be particularly susceptible to such spyware.

They know where you are. And wherever you are, cyber bandits can invade your privacy, steal your identity and even take your money through the seemingly safe electronic gadgets that you use every day.

## SMARTPHONE TRACKING

**How cyber bandits get you.** Smartphones feature GPS applications that provide driving directions and often geolocation applications that share your whereabouts with friends. The location-tracking systems of Apple iPhones and iPads, and Google Android handsets recently came under criticism from members of Congress who expressed concerns about the potential for criminal activity. The danger is that if a hacker gains access to your location information, he/she could stalk you, kidnap you or even figure out when you're out and burglarize your home.

**Example:** Last year, police in Nashua, New Hampshire, broke up a three-man burglary ring that had stolen more than \$100,000 in

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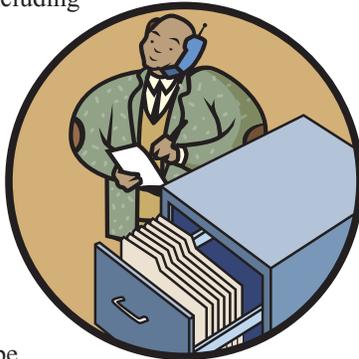


## COMPLIANCE CORNER

### JOB DESCRIPTIONS: HOW TO MAKE THEM LAWSUIT-PROOF

Job descriptions are among the first items that courts examine to determine the legitimacy of a discrimination charge. You can use them as part of a defense in court only if they're accurate and were prepared before the job was advertised or interviewing began. To ensure accuracy, talk to the people already doing the job and their supervisors. *Here's what you need to find out.*

- The job's essential functions, including any physical requirements.
- Any secondary duties or responsibilities.
- Attendance requirements.
- Any education requirements and special skills necessary to perform the job.
- Standards to which the person filling the post is held. (A salesperson, for example, may be expected to bring in five new clients per month.)
- The worker's supervisors.
- Any positions an incoming supervisor will be responsible for overseeing.



### TRAINING: A MANAGER'S MOST VITAL TASK

Training may be a manager's most important task. Be sure you take the time to train your employees thoroughly. Whether they're new to the company or just learning a new procedure, keep these points in mind.

- **BE AVAILABLE.** Trainees usually require a lot of attention. Stay close by to answer questions and check their progress. And be prepared to answer some questions more than once.
- **BE ORGANIZED.** Break complicated tasks into smaller steps.
- **DEMONSTRATE EACH STEP.** Then have the employee demonstrate it for you. If he or she makes a mistake, show the correct procedure and have the employee do it again.

## PROJECT PLANNING

*Before meeting with employees to kick off a new project or initiative, you should have an idea in your head of the schedule you want. But don't get locked into it. What seems realistic to a manager might seem outrageous to the people who actually have to do the work. Go to the meeting with two dates in your head: the one you want and the one you can live with. If you're not willing to bend, your employees may view you as unreasonable. The more you work with them, the better they will work for you.*



## DELEGATE WITH TANGIBLE RESULTS

Delegation isn't just dumping work on people, but trusting them with the responsibility to get important jobs done. Follow these steps to delegating successfully.

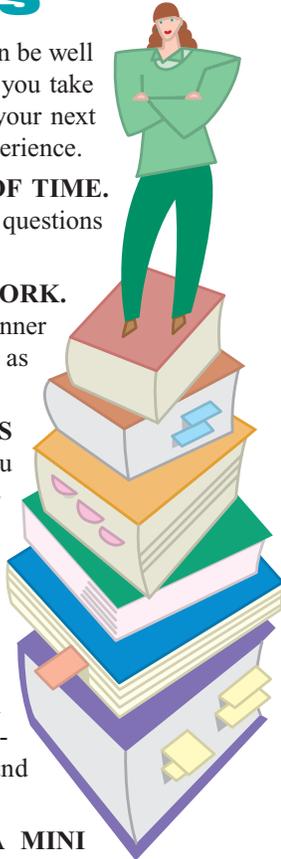
- **CHOOSE THE RIGHT EMPLOYEE**  
Don't select people at random. Delegate to employees who have the knowledge, experience, and skills required.
- **DESCRIBE WHAT YOU WANT**  
Be clear on what's required, what success will look like, and why the task is important.
- **PROVIDE RESOURCES**  
Make sure the employee has everything he or she needs to do a good job.
- **REWARD THE EMPLOYEE WITH APPRECIATION**  
This will motivate them to take on more delegated tasks in the future, and shows you acknowledge their skills.



## PREPARE YOURSELF FOR SEMINARS

A professional conference or seminar can be well worth the time away from the office, if you take the right approach. Here's how to turn your next professional meeting into a valuable experience.

- **PREPARE YOURSELF AHEAD OF TIME.** For example, list at least five specific questions you want answered at the conference.
- **USE BREAK TIME TO NETWORK.** Talk to your peers; make lunch and dinner plans with as many different people as you can.
- **BRING LOTS OF BUSINESS CARDS TO EXCHANGE.** When you receive a card, make a note of something distinctive about the person giving it to you.
- **COLLECT HANDOUTS** from all speakers even those whose sessions you do not attend.
- **READ YOUR NOTES.** Review them on your way home and prepare a summary of what you experienced and learned.
- **BACK AT WORK, CONDUCT A MINI SEMINAR** for your coworkers on the key points of what you've learned.
- **KEEP IN TOUCH WITH THE SPEAKERS.** Write to them with your questions on specific topics. Ask how you can get additional information on their specialties.



## SHARON HYDER, CMC, CRM ANSWERS YOUR MANAGEMENT QUESTIONS

*My employees never approach me to discuss issues or problems they are having. I'm not sure if it's because they are shy or afraid of me.*

*Do you have any ideas to improve communication?*

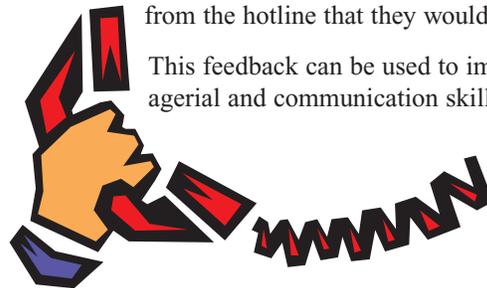
Your employees may not speak up because they don't want to be seen as troublemakers or cry-babies. Instead, they let problems linger until morale and productivity start to slide. If you are in the dark, you can't prevent this domino effect.

At Pillsbury, this is not a problem. The food giant started an innovative communication program that is solving manager/employee conflicts *before* they get to the crisis stage. Here is how it works:

1. The company has a "100 percent safe and secure phone line" that employees can call to provide criticism or other feedback about their direct supervisors.
2. The call goes to a third-party location that has no direct contact with the organization. Someone there writes down the feedback. The message service provider then routes the comments to the appropriate manager, without ever mentioning the employee who provided them with the information.

The system works for everyone. Employees can offer criticism without fear of retribution, and the supervisors receive feedback from the hotline that they wouldn't otherwise get.

This feedback can be used to improve your managerial and communication skills



## FAMOUS QUOTE

*"The most important thing about goals is having one."*

— Geoffrey F. Abert

## TRENDS...

*continued from page 4*

Homes later argued on appeal that this evidence should not have been allowed because the e-mails were protected by attorney-client privilege. On January 13, 2011, the California Court of Appeals ruled the e-mails were not privileged.

"Holmes used defendants' computer, after being expressly advised this was a means that was not private and was accessible by Petrovich, the very person about whom Holmes contacted her lawyer and whom Holmes sued", the court wrote. "This is akin to consulting her attorney in one of the defendants' conference rooms, in a loud voice, with the door open."

According to the article, the question of employee privacy rights as applied to evolving forms of electronic communication is an example of a developing area of law.

"This is one of the few cases that clearly said, at least when the employer has a clear policy on e-mail use, an employee has no privacy interest in e-mails sent on a company's server", says Tom McInerney, a shareholder at Ogletree Deakins.

*Source: Washington Policy Brief, June 2011*



## **TRENDS...**

### **COURT RULES THAT EMPLOYEES DO NOT HAVE PRIVACY**

#### **RIGHTS TO COMPANY E-MAIL**

A California court of appeals ruling in *Homes v. Petrovich Development Co.* earlier this year affirmed that employees do not have privacy rights – including client-attorney communications, if they have acknowledged by signature a corporate e-mail policy that explicitly states that employees have no right of privacy in their use of the company’s e-mail technology.

The case began in September 2005, when Gina Holmes sued Petrovich Development Co., and its president, Paul Petrovich, for sexual harassment, retaliation, wrongful termination, violation of the right to privacy, and intentional infliction of emotional distress. According to an *Inside Counsel* article, when Holmes told Petrovich she was pregnant a month after she began working for

him, he began e-mailing her to plan her maternity leave. In one message he wrote, “I need some honesty. How pregnant were you when you interviewed with me?” The article noted that when Holmes explained that she waited to announce her pregnancy because she previously had lost pregnancies, Petrovich forwarded her e-mail to human resources, payroll, and legal personnel because he was concerned she was going to quit. After learning that her e-mail had been forwarded, the article said, Holmes used her company computer and e-mail account to e-mail her lawyer asking for a referral to a labor attorney, saying that Petrovich had made her personal e-mail “common reading material for employees” and made her feel like an “outcast”. The next day, Holmes e-mailed Petrovich with her resignation.

According to the article, the defense introduced at trial the initial e-mails between Holmes and her attorney as evidence that she had been encouraged to take legal action and that she was merely frustrated and annoyed and not suffering from severe emotional distress. The Superior Court of Sacramento County dismissed most of Holmes’ claims.

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