



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 - [TrueCrypt](#) or [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 is stolen or lost on which you were conducting Aetna business, immediately notify the SPOC (Single Point of Contact) at (888) 905-9500.