

MODULE 6 - NETIQUETTE

# CHAPTER 2

BEST PRACTICES FOR SHARING  
INFORMATION



# INTRODUCTION

The Internet gives us unprecedented access to information and allows us to instantly share data such as photos, videos and articles. However, with this ease of sharing comes responsibilities, including respecting privacy and disseminating reliable information. Before sharing, it is essential to follow a few rules to avoid violating individual rights or spreading false information.

# 1 BEST PRACTICES FOR SHARING INFORMATION

One of the biggest advantages of the Internet is certainly the amount of data (information, a photo, a video, etc.) that we have access to and that we can (re)share in a few seconds with anyone.

However, before sharing anything, it is important to follow a few rules, in order to respect the privacy of others, protect your own data and personal information, and share reliable information.

## 1. RESPECT FOR THE PRIVACY OF OTHERS

Sharing content about other people, such as photos or videos, requires precautions to avoid infringing on their image rights.



MODULE ALERT

Find out more by following the module dedicated to image rights, by clicking here!

## 2. PROTECTION OF PERSONAL INFORMATION

Protecting your personal information on the internet is essential to reduce the risks of identity theft or invasion of privacy.



MODULE ALERT

Find out more by following the module dedicated to personal data, by clicking here!

## 3. SHARE RELIABLE INFORMATION

One of the best practices to avoid the spread of false information is to verify sources before relaying content.

This helps to preserve a quality and trustworthy digital space!




MODULE ALERT

Find out more by following the module dedicated to personal data, by clicking here!



## 2 PRACTICAL EXAMPLE: THE LIAISON BOOKLET

The **liaison booklet** allows each worker to document the general condition of the person, the care or assistance provided. In this way, everyone can adapt their intervention according to the real needs of the person being helped.

 In France, the liaison booklet is digital!

- The connected liaison booklet guarantees perfect traceability of exchanges, as well as their security and confidentiality.
- It functions as a secure messaging service, dedicated to exchanges between the various parties involved in caring for an elderly person: close caregiver, medical staff, home help, the person being cared for themselves.
- If a digital liaison booklet, to share information between professionals, is set up at the person's home, there are rules to follow:

### PRIVACY AND CONFIDENTIALITY

The digital liaison booklet must be considered a confidential document, accessible only to professional caregivers, social and medico-social workers, at home.

- The information transmitted must **respect the privacy and dignity of the person being helped**, without making any value judgments.
- They must be limited to what is **strictly necessary** for the coordination of stakeholders.

### OBJECTIVE AND FACTUAL CONTENT

Only **objective** and **factual** information about the person's daily life and situation should be mentioned, without opinion or personal impression. Transmissions must be clear, understandable, dated and identified by their author.

# 1

## BEST PRACTICES FOR SHARING INFORMATION

### PRACTICAL EXAMPLE: THE LIAISON BOOKLET

#### ACCESS AND TRACEABILITY

The digital liaison booklet must be in a place accessible to the various stakeholders with a password. Secure data archiving must be provided with the possibility of easily finding the information.

#### COMPLIANCE WITH REGULATIONS

Sharing information must respect the right to privacy, the duty of discretion and professional secrecy. The informed consent of the person being cared for must be requested whenever possible before sharing information about them.

#### THE TYPES OF INFORMATION THAT SHOULD NEVER APPEAR IN A LIAISON BOOKLET ARE:

- Value judgments or impressions about the person being helped
- The opinions or interpretations of the speakers
- Detailed medical data subject to medical confidentiality
- Private financial or asset information
- Information on political affiliation or religious belief
- Details of family, marital or relationship life
- Information on sexual orientations
- Superfluous or anecdotal details of no interest for the coordination of care

The liaison booklet must be limited to objective, factual information that is strictly necessary for monitoring the person, without infringing on their privacy or disclosing sensitive data concerning them. Any information relating to the private, medical, political, judicial or financial sphere must be excluded in order to respect confidentiality.

# TO REMEMBER!

Online sharing, although facilitated by modern technologies, comes with responsibilities. Before sharing content or information, it is essential to respect the privacy of others by obtaining their prior consent, especially for photos and videos.

Furthermore, protecting your own personal data by adjusting privacy settings and remaining vigilant about sensitive information helps limit the risks of privacy breaches. Verifying sources is crucial to avoid spreading false information: always take the time to confirm reliability before sharing.