



## **Internet Browser Security, Privacy and Safety A Guide to Browser Hygiene**

### **We need your help to keep your communications with us secure!**

Security and privacy are essential features of conducting communications and transactions with us. When your internet browser communicates with us, we want to ensure your communications and transactions are secure and private. To do this, we need your help to make sure your internet browser is up-to-date and using the latest security versions, called TLS. Transport Layer Security, or TLS for short, ensures only your and our computers can read and display the information you send to us. Even if someone were to listen in or steal the information, they wouldn't be able to use or even understand the information if it is secured with TLS.

That is because TLS encrypts the information as it moves between your internet browser and our servers. The encryption scrambles the information so that only your browser and our servers can understand what is sent.

### **Security and Privacy are Essential**

New threats and vulnerabilities on the internet means the tools that make our communications secure and private need to evolve as well. TLS is one of those tools. Over time, TLS has evolved to provide security improvements with each newly released version. TLS has been through four versions (1.0, 1.1, 1.2 and 1.3).

To make sure our communications with you are private and secure, we need to ensure that your browser can use one of the recent versions of TLS. The newer the version, the more secure are your communications.

### **Your browser may not be using one of the recent versions of TLS**

There are two reasons this might be:

- Your browser might be old or out-of-date, and not capable of using a recent version of TLS; or,
- You might be using a more recent browser and it does not have TLS turned on.

### **What To Do Next**

To make sure you are using a recent version of TLS you might need to:

- Turn on TLS in your internet browser;
- Update your internet browser to the latest version; or,
- Change your browser

You may need a more recent version of TLS turned on in your internet browser settings. To continue to use our website securely, you should enable a recent version of TLS by following the simple-to-complete instructions on modifying your internet browser's settings based upon the browser you use to access our website.

In some cases you may need to update your internet browser to the latest version to enable the most recent TLS security. Depending on which internet browser you are using, there is a website that will help you update to a more recent version of your browser.

If you are using Internet Explorer with Windows XP or Windows Vista, you will need to change your internet browser to support secure communication with our website. Because Windows does not update these operating systems, Internet Explorer cannot be updated to the most secure version of TLS. Your communications are at risk of being intercepted and read. In this case, switching to a different browser will provide better security for information shared between you and us.