

RESEARCH DESIGN

Woolcott Research was commissioned by the IPC to investigate awareness of privacy, information access and data sharing rights amongst the general public of NSW.

A phone and online survey amongst n=800 NSW residents aged 18+ years was conducted in February 2021.

Quotas were set by methodology (telephone interviewing/online), location (Sydney/Regional NSW), gender and age; data was post-weighted by location, gender and age to reflect the latest ABS population estimates.

Where possible, this report compares results from the 2014 and 2016 omnibus studies, as well as the 2018 and 2020 mixed mode survey.

Significant differences in results at the 95% confidence level are shown as follows:

- Results from 2022 that are significantly higher or lower than the total are shown in **GREEN** or **RED** respectively
- Differences between the most recent comparative year and 2022 results are denoted by asterisks (*)

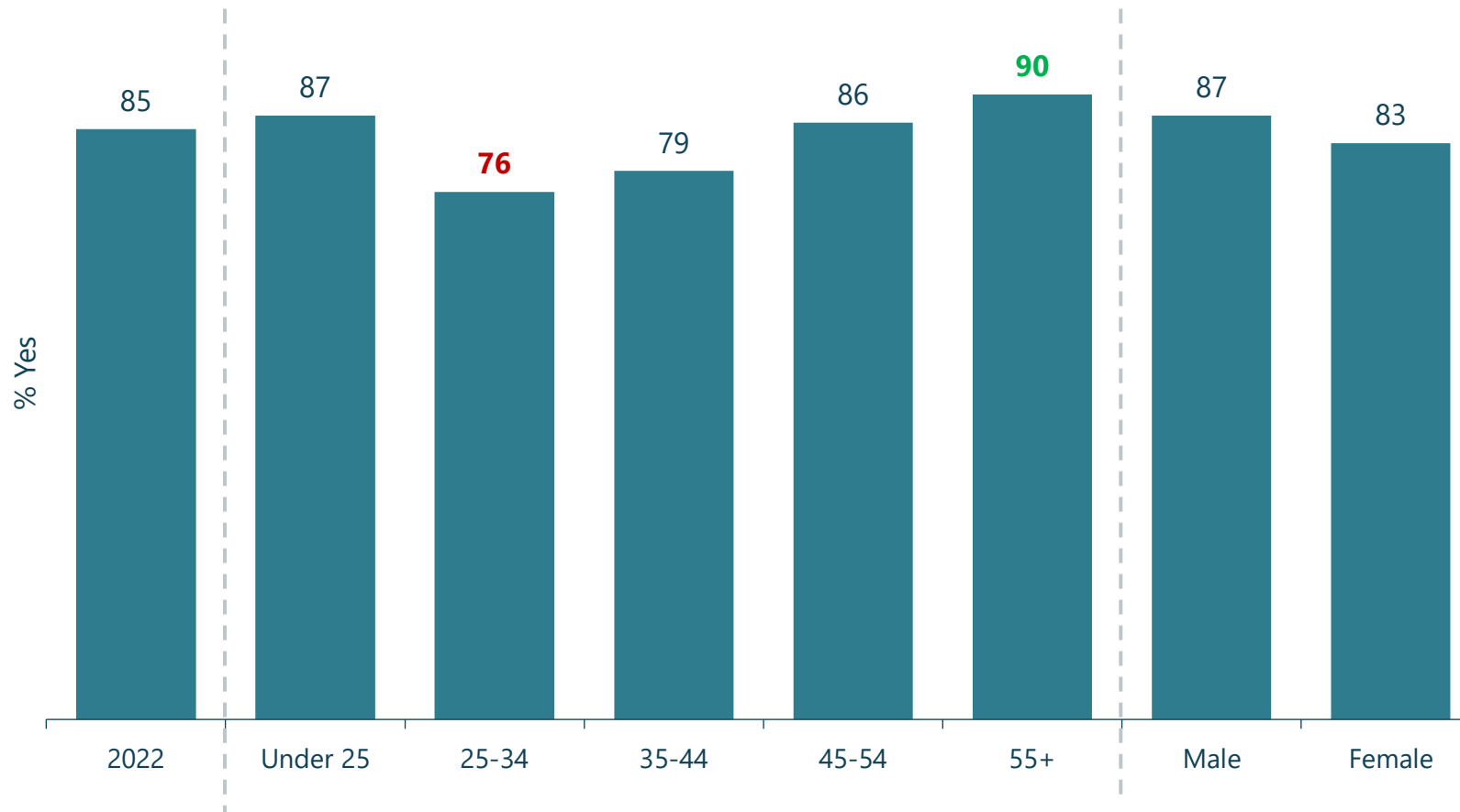


PRIVACY BREACH QUESTIONS





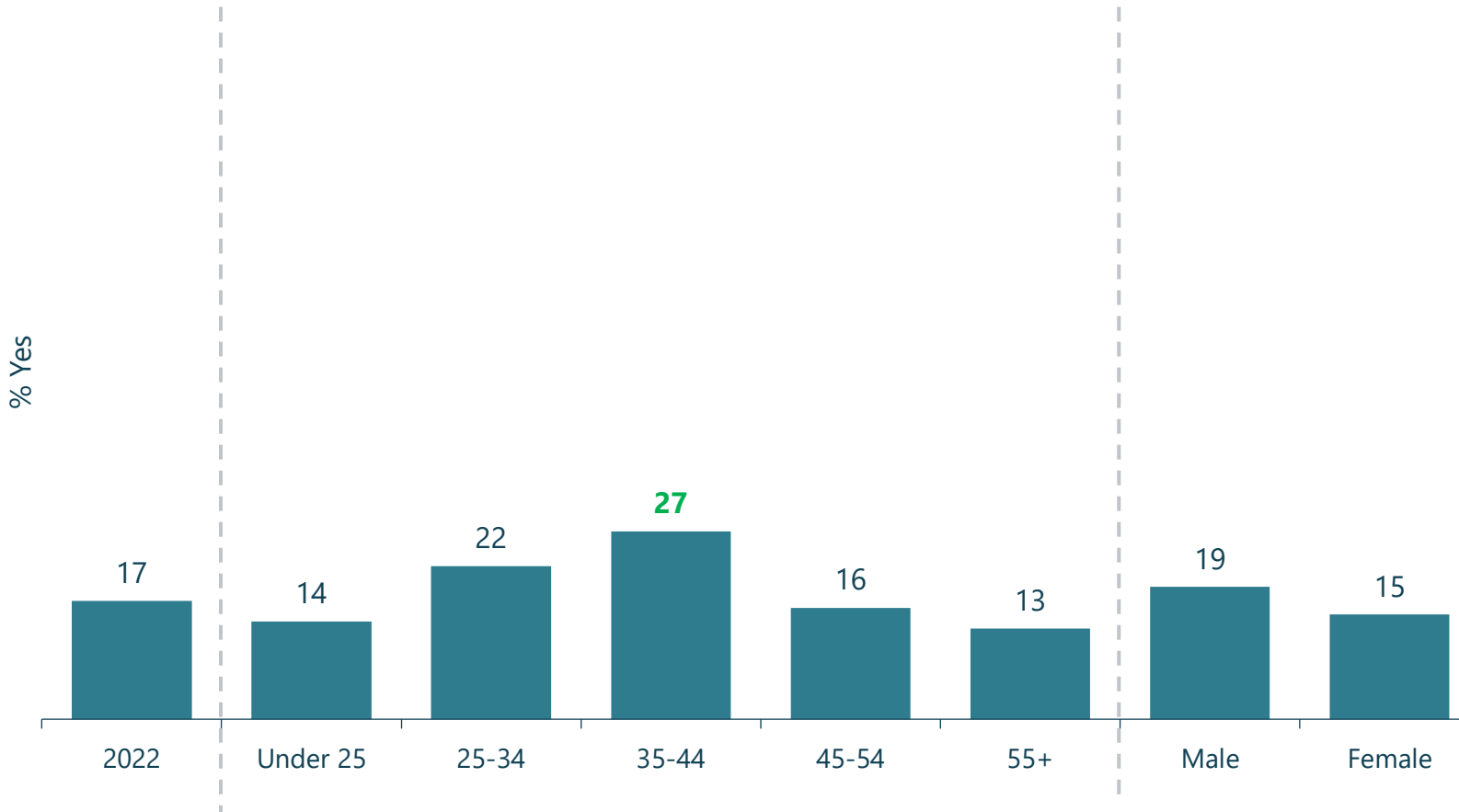
AGREEMENT THAT GOVERNMENT SHOULD PROVIDE ASSISTANCE WHEN DATA IS BREACHED



- The majority of respondents agreed that the government should provide assistance when there is a breach of personal information by a government agency.
- Agreement with this statement was lower amongst those aged 25 to 34 years, and higher for those in the oldest age range.



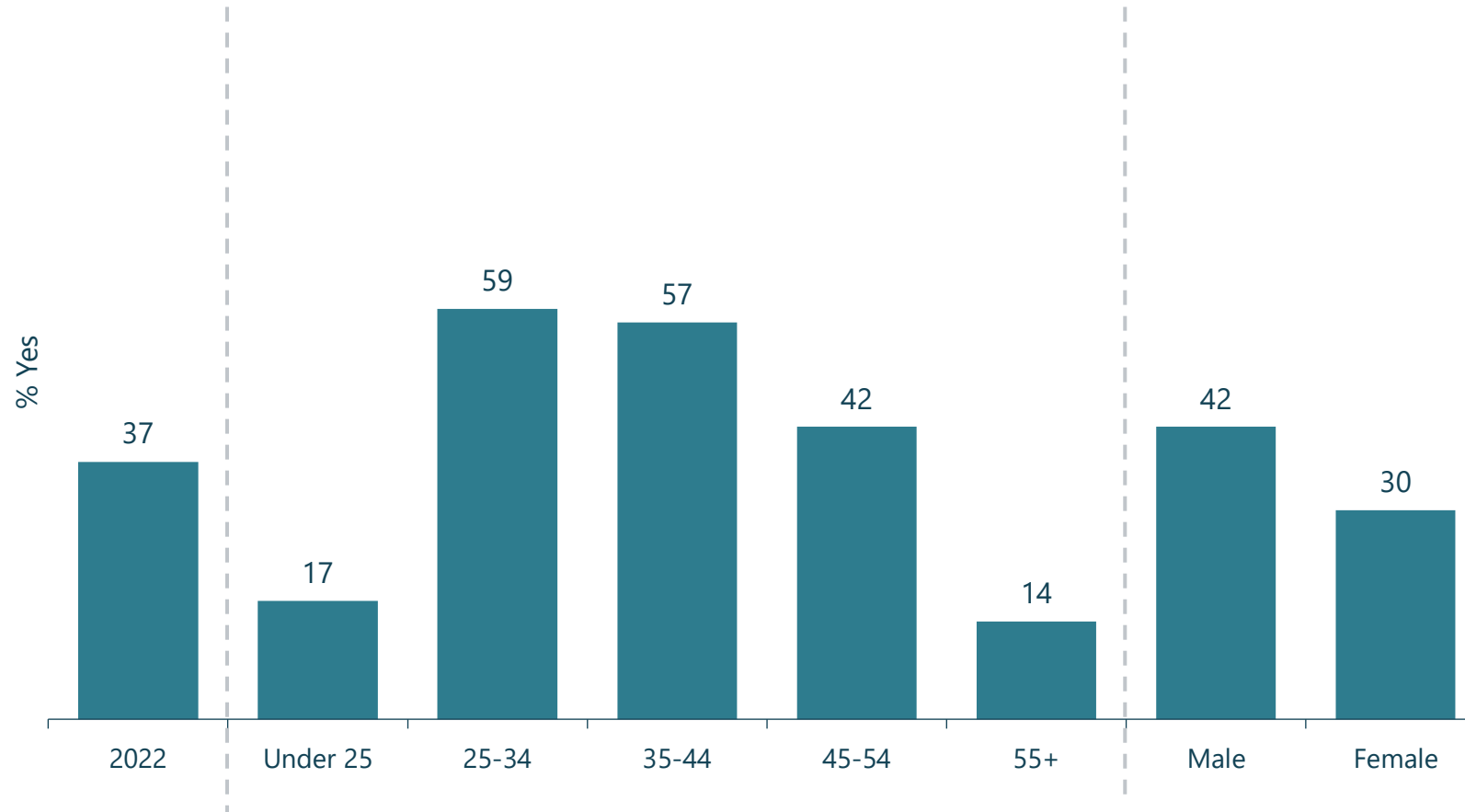
INCIDENCE OF BEING AFFECTED BY DATA BREACH



- Less than one fifth had been affected by a data breach, however the proportion of respondents who had been affected was higher amongst those aged 35 to 44 years.



INCIDENCE OF GOVERNMENT AGENCY BEING BREACHED



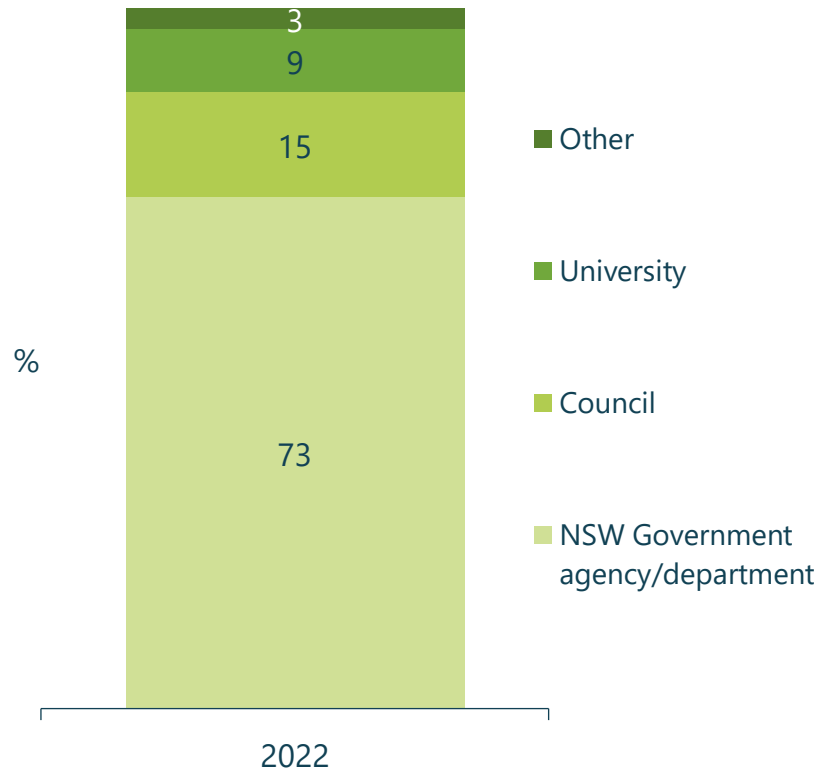
- Less than two fifths of data breach incidents that participants experienced had occurred at a NSW government agency.

Q27. Was the organisation where the breach occurred a NSW government agency?
Base: All respondents who had been affected by a data breach (n=137)
Please note: Significance testing was not performed on this data due to the small group base sizes

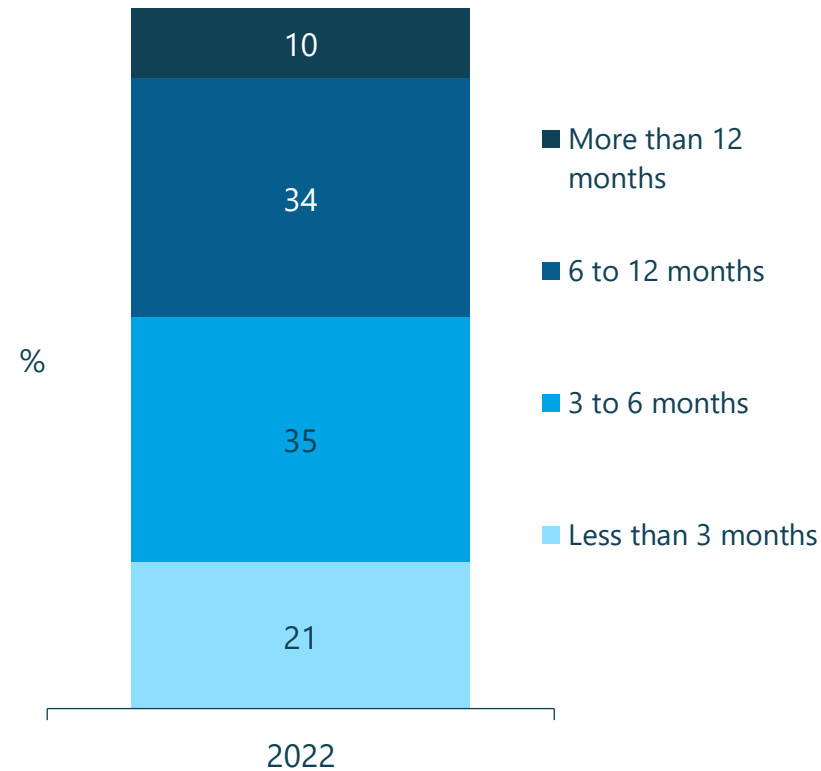


TYPE OF GOVERNMENT ORGANISATION AND NOTIFICATION TIMING

Type of Government Organisation



Notification After Breach



- Respondent's data was most commonly breached at NSW Government agencies or departments.
- Over half of respondents were notified within 6 months of the breach.

Q28. What type of government organisation was it? Was it a:
Q29. When were you notified of the breach?

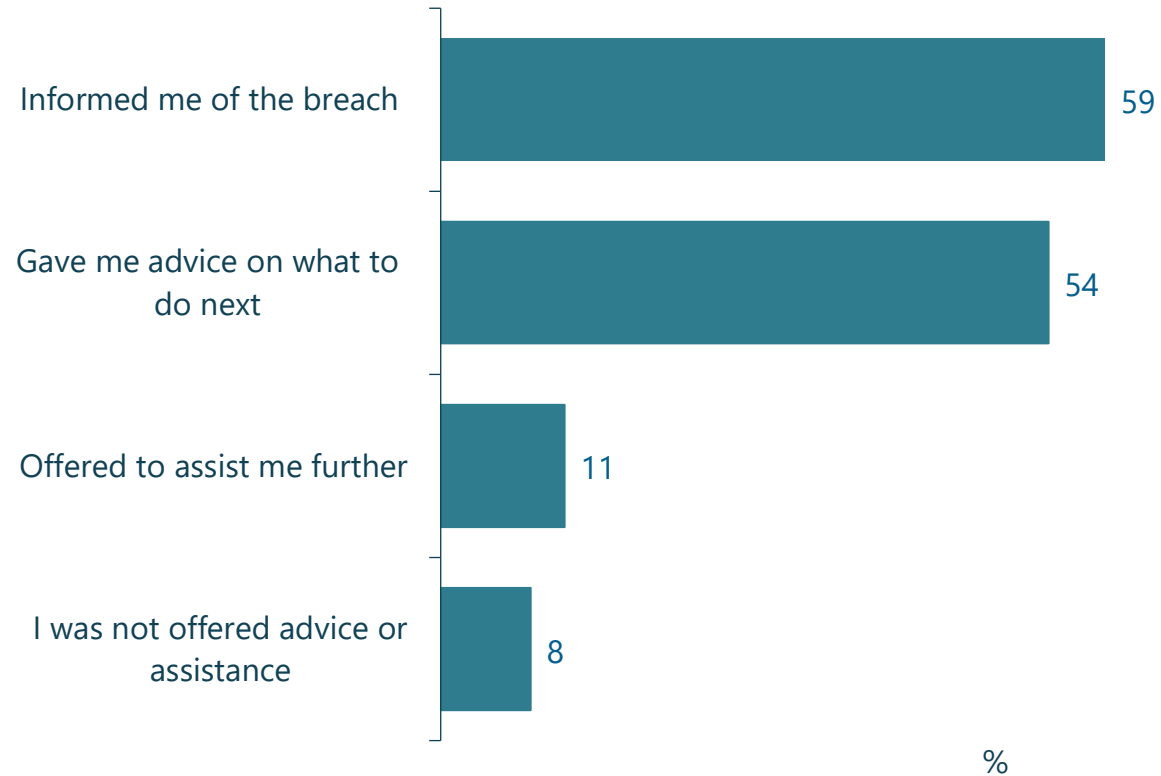
Base: All respondents who were affected by a data breach which occurred at a government agency (n=51*)

Please note, due to the small base size this data may not be representative of NSW residents who have experienced government data breaches.

Please note: Percentages have been amended so they add to 100%



ASSISTANCE OFFERED BY AGENCY



- Most respondents who were affected by a government data breach indicated that the agency involved informed them of the breach and gave them advice on what to do next.

Q30. What did the government agency do to assist you?

Base: All respondents who were affected by a data breach which occurred at a government agency (n=51*)

*Please note, due to the small base size this data may not be representative of NSW residents who have experienced government data breaches.



INFORMATION INVOLVED IN THE BREACH

Contact information involved	(n=51) %
My email was shared	41
My phone number was shared	37
My personal address	35
My personal information was provided to another person	21
I received personal information of another person	13
No contact information was involved	16

Financial information involved	(n=51) %
Banking details	47
Credit card	41
Tax file number	12
No financial information was involved	31

Identity information involved	(n=51) %
NSW drivers' licence	47
Birth certificate	27
Passport	22
Medicare card	21
Other	2
No identity information was involved	24

- A variety of contact information was reported to be involved in the data breaches including email, phone number and personal address.
- Banking details and credit card number were the most common forms of financial information involved.
- Additionally, almost half had their NSW drivers' licence information breached.

Q31. What contact information was involved in the breach?

Q32. What financial information was involved?

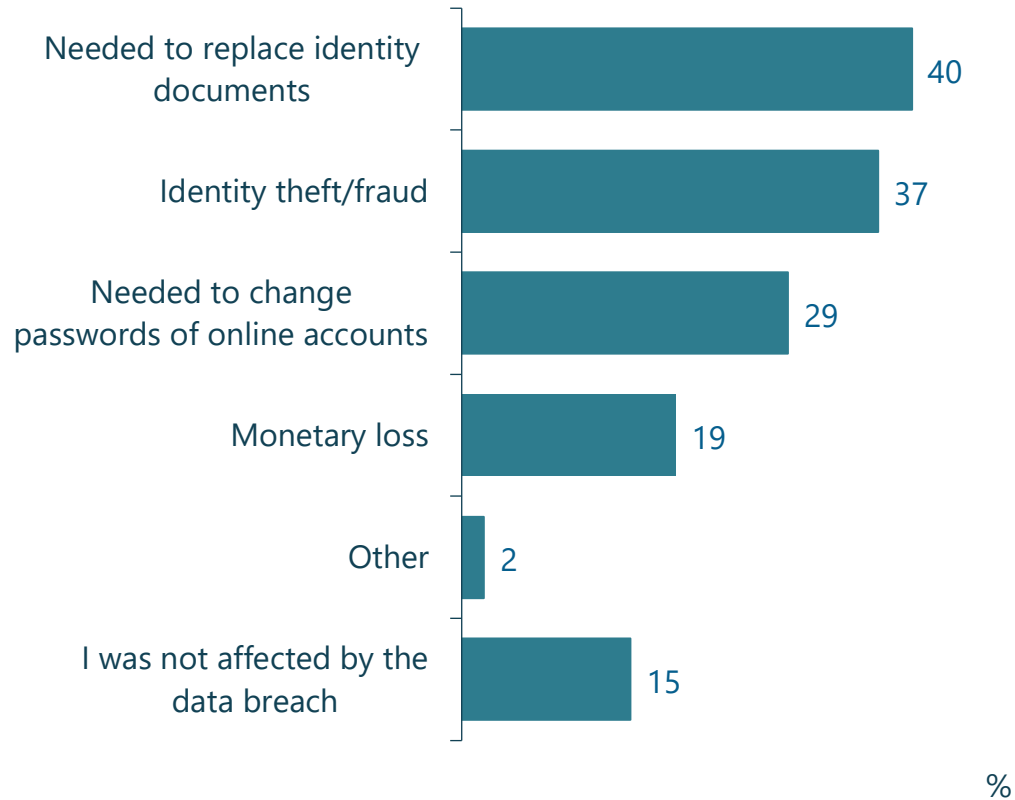
Q33. What identity information was involved?

Base: All respondents who were affected by a data breach which occurred at a government agency (n=51*)

*Please note, due to the small base size this data may not be representative of NSW residents who have experienced government data breaches.



EFFECT OF THE BREACH



- The most common effects of the breach reported by respondents were the need to replace identity documents and identity theft/fraud.
- 15% were not affected by the data breach.

Q34. How were you affected by the data breach?

Base: All respondents who were affected by a data breach which occurred at a government agency (n=51*)

*Please note, due to the small base size this data may not be representative of NSW residents who have experienced government data breaches.



DEMOGRAPHICS



GENDER AND AGE



%	2014 (n=340)	2016 (n=340)	2018 (n=803)	2020 (n=802)	2022 (n=800)
Gender					
Male	44	49	48	50	50
Female	56	51	52	50	50
Gender neutral†	Not an option in 2014, 2016 or 2018			-	-
Prefer not to indicate‡	Not an option in 2014, 2016 or 2018			-	-
Age					
18-24	12	15	15	18	18
25-34	12	20	21	11	12
35-44	8	16	17	13	18
45-54	17	18	16	19	12
55-64	12	12	12	11	7
65-74	38	20	10	14	13
75+			8	14	20

D1. Which of the following age brackets do you belong to?
 D2. Do you identify as being...?
 Base: All respondents (2016 n=340, 2018 n=803, 2020 n=802, 2022 n=800)
 †Options added in 2020
 Please note: Percentages have been amended so they add to 100%

WORK STATUS



%	2014 (n=340)	2016 (n=340)	2018 (n=803)	2020 (n=802)	2022 (n=800)
Working status					
Working full time	Not asked in 2014	89	39	34	34
Working part time			17	14	12
Retired		4	23	29	32
Student		4	9	12	11
Unemployed		3	5	6	5
Engaged in home duties		1	7	4	5
Refused		-	1	1	1

D3. Which of these categories best describes you?

Base: All respondents (2016 n=340, 2018 n=803, 2020 n=802, 2022 n=800)

Please note: Percentages have been amended so they add to 100%

MAIN LANGUAGE SPOKEN



%	2014 (n=340)	2016 (n=340)	2018 (n=803)	2020 (n=802)	2022 (n=800)
Main Language Spoken					
English	Not asked in 2014 or 2016		90	86	88
Cantonese/Mandarin			1	6	4
Korean			-	1	<1
Hindi			1	1	1
Arabic (incl. Lebanese)			1	1	<1
Indonesian			<1	1	<1
Other			6	5	6



PRIVACY BREACH SUMMARY

The vast majority agreed that the government should provide assistance when there is a breach of personal information held by a government agency.

Less than one fifth had been impacted by a data breach, and of those who had been affected, one third of the instances had occurred at a NSW government agency.

Based on the feedback from n=51 respondents who had been affected by government data breaches, NSW Government agencies/ departments were the most commonly breached organisations. Most respondents were contacted about the breach within six months.

Most of the 51 respondents who had been affected by a government data breach reported that the agency assisted them by informing them of the breach and providing advice on what to do next.

There was a variety of contact, financial and identity information that was involved in the breaches that respondents experienced, including banking details and NSW drivers' licence data.

The most common affects of the breach that were reported by the 51 respondents were needing to replace identity documents and identity theft/fraud.

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IPC COMMUNITY ATTITUDES
STUDY 2022 – PRIVACY BREACHES

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