

i-SIGMA ANZ Data Disposition Deep Dive

The Importance of Data Protection in Protecting Privacy

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information and
privacy commission
new south wales



Digital Innovation

New technologies mean:

- Easier & faster collection of data
- Large scale collection
- Digital innovation
- **New privacy and cyber security challenges**

Development of a digital government:

- New digital services
- Increased data sharing
- Data analytics and data matching
- Machine learning
- AI and Internet of Things technology

NSW examples:

- Digital Drivers Licence
- Mobile Phone Detection Cameras

Retention and Security of Personal Information

Privacy and Personal Information Protection Act 1998 (NSW)

S 12: A public sector agency that holds personal information must ensure—

- (a) that the **information is kept for no longer than is necessary** for the purposes for which the information may lawfully be used, and
- (b) that the **information is disposed of securely** and in accordance with any requirements for the retention and disposal of personal information, and
- (c) that the information is protected, by taking such security safeguards as are reasonable in the circumstances, against loss, unauthorised access, use, modification or disclosure, and against all other misuse

Understanding the Cost of Cyber Breaches

IBM-Ponemon Institute Cost of a Data Breach Report 2021

- The average Australian data breach **cost \$3.7m** (US\$2.82m) – up 31 per cent from \$2.8m (US\$2.15m) the previous year.
- Australian companies took **311 days on average** to detect and contain data breaches.
- An average of **23,800 records** stolen per Australian breach – costing \$169 per record on average.
- The report found that a combination of actions and activities by organisations was the most effective way for an organisation to reduce the cost of a breach.
- Activities that proved effective in reducing the cost of a breach included creating an **incident response team** and **testing cyber response plans**.

Service NSW cyber incident

- In May 2020, Service NSW experienced a significant cyber incident which had compromised the email inboxes of 47 staff members
- Service NSW organised for a forensic analysis of the 3.8 million documents exposed in the breach
- Personal information of 104,000 customers and staff was exposed in the incident.
- The Privacy Commissioner was updated by the Department of Customer Service regarding the extent of the breach and the actions being taken to notify and support customers affected
- The Minister for Customer Service requested the NSW Auditor General to conduct a performance audit to assess how effectively the agency was handling personal information to ensure its privacy. The report provides a number of lessons and learnings for agencies and organisations.

Service NSW Cyber Incident



Lessons from breach:

- Implement Multi-Factor Authentication
- Don't use email for transferring information or for document storage
- Secure storage and regular deletion of personal information
- Purge email deleted items folders on a regular basis
- Risks of legacy systems and processes
- The estimated cost of the breach was \$25 to \$35 million

Breaches Related to Data Disposition

- **“Locked Security Cabinet” breach (became public in January 2018)**
Australian Government Disposal Error
- **Garrawarra Aged Care Centre (became public in August 2018)**
NSW Aged Care facility
- **Accellion Secure File Transfer Software (2020/21)**
Reserve Bank of NZ, ASIC, Transport for NSW, NSW Health



Accellion[®]



Data Governance

Keeping data secure

- A whole of organisation data governance framework is required
- Privacy protective organisational culture, led from the top down
- Understand what information you hold, how long you need to retain it, where is it held, who has access to it and how it will be securely disposed of
- Tools include Privacy-by-Design, Privacy Impact Assessments and Privacy Enhancing Technology
- A data breach response plan which includes processes and procedures to manage and mitigate a data breach
- Regular privacy and cyber security training for staff and contractors.

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