# i-SIGMA ANZ Data Disposition Deep Dive

The Importance of Data Protection in Protecting Privacy

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## 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
- Al 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

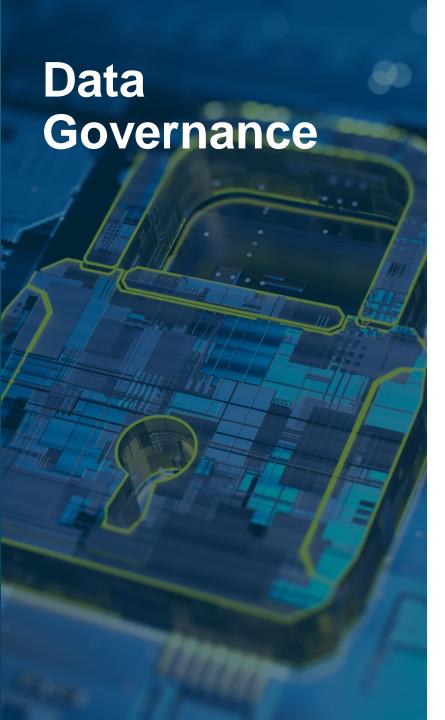
- Garrawarra Aged Care Centre (became public in August 2018)
  - **NSW Aged Care facility**
- Accellion Secure File Transfer Software (2020/21)

Reserve Bank of NZ, ASIC, Transport for NSW, NSW Health









## **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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