

# Cybersecurity and its role in data breaches

*Why good governance matters in protecting privacy*

**Presentation to Future of Government: Security**

2 April 2025

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NSW Privacy Commissioner



information and  
privacy commission  
new south wales

# Today's session

- **Cybersecurity and data breaches** - a NSW snapshot under the MNDB Scheme
- **Privacy Governance by design** - prevention is better than cure
- **Leadership - From Compliance to Culture** - embedding privacy governance into everyday practices and processes

# The Information and Privacy Commission NSW



*The IPC is an independent integrity agency that supports the Information Commissioner and the Privacy Commissioner to oversight the NSW public sector in relation to privacy and information access.*

## **Our functions:**

- ✓ promotes and protects privacy and information access rights in NSW
- ✓ provides information, advice, assistance and training for agencies and individuals on privacy and access matters
- ✓ investigates and conciliates complaints relating to public sector agencies, health service providers (both public and private) and some large organisations that deal with health information
- ✓ provides feedback about the legislation and relevant developments in the law and technology.
- ✓ Receives and reports on eligible data breach notifications under the MNDB Scheme

# Our jurisdiction and who we regulate:



**NSW  
government  
departments  
and agencies**



**Local  
councils**



**Universities**



**State-Owned  
Corporations**



**Ministers**

In addition, other NSW public authorities and private health service providers that collect, hold or use health information are also subject to NSW privacy legislation.

# ACSC Annual Cyber Threat Report 2023-2024

Over **87,400** cybercrime reports - on average a report every 6 minutes

Average cost of cyber crime is at:  
**\$49,600** for small business  
**\$62,800** for medium business  
**\$63,600** for large business

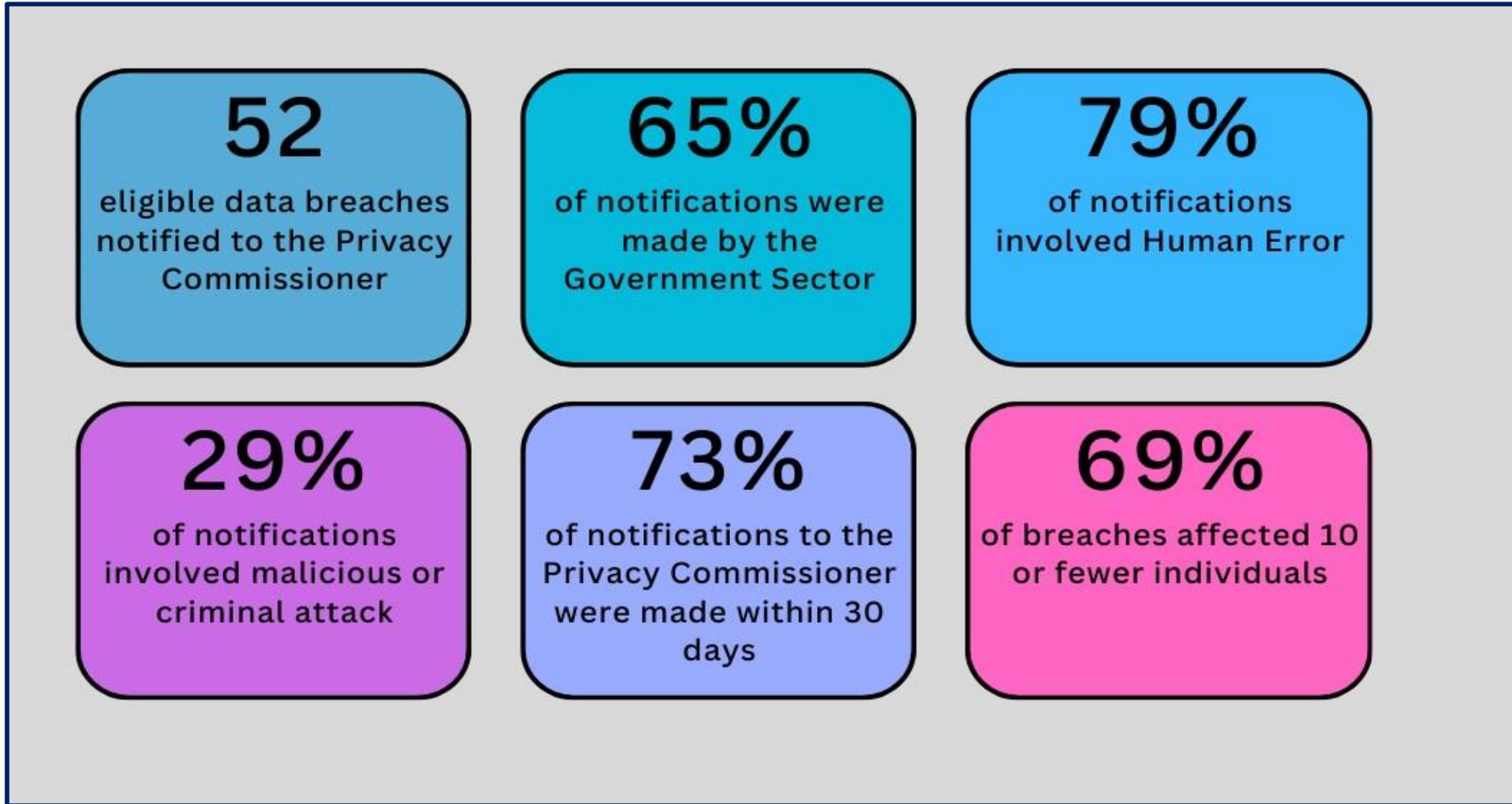
Almost **\$84 million** in losses due to BEC were self-reported to ReportCyber.

**Business email and online banking fraud** among top self reported cyber crimes for individuals and business

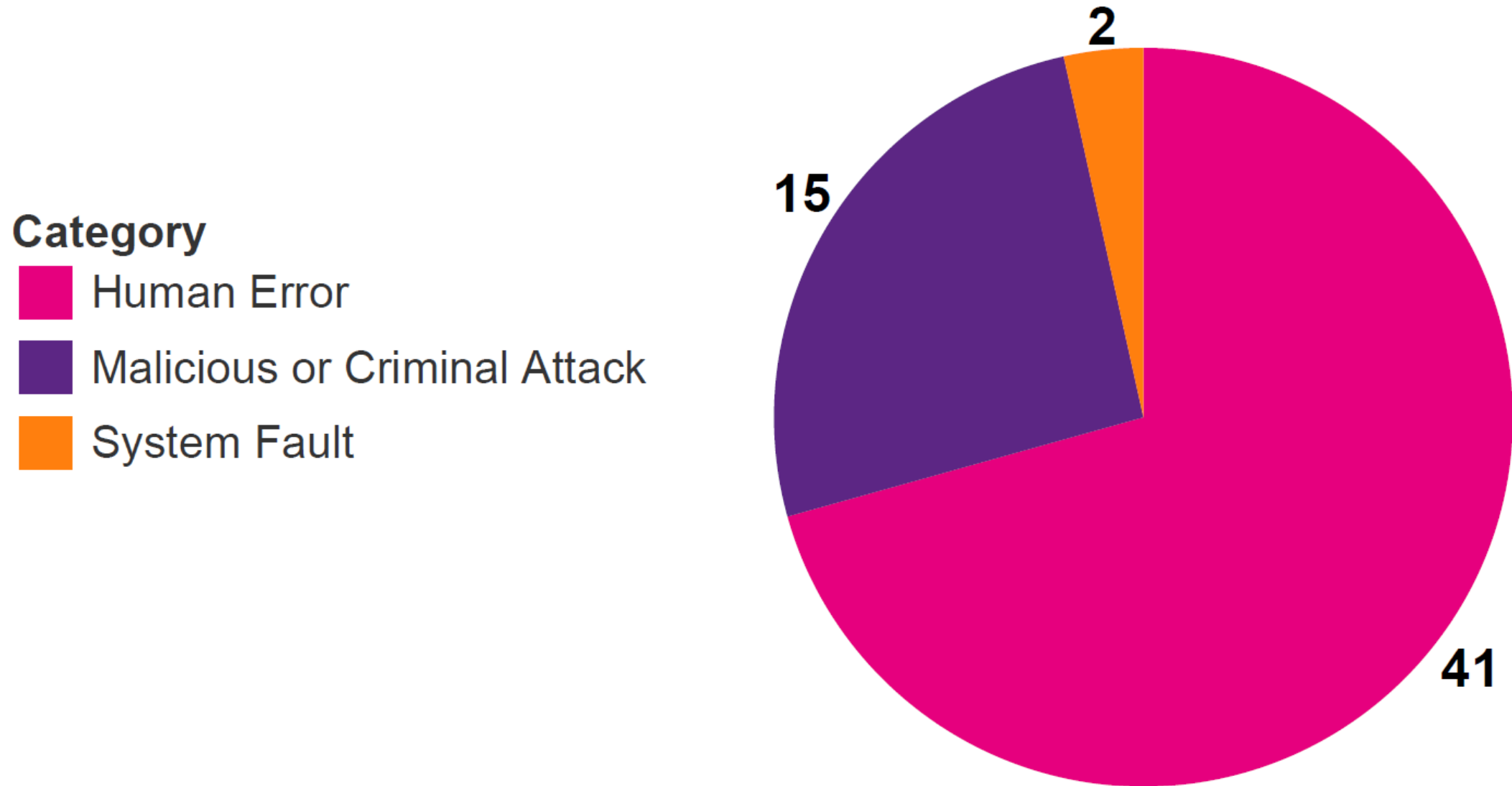
Average self reported cost of cyber crime for individuals **up 17%**

**31% increase** in the number of publicly reported software vulnerabilities (Common Vulnerabilities and Exposures – CVEs) worldwide.

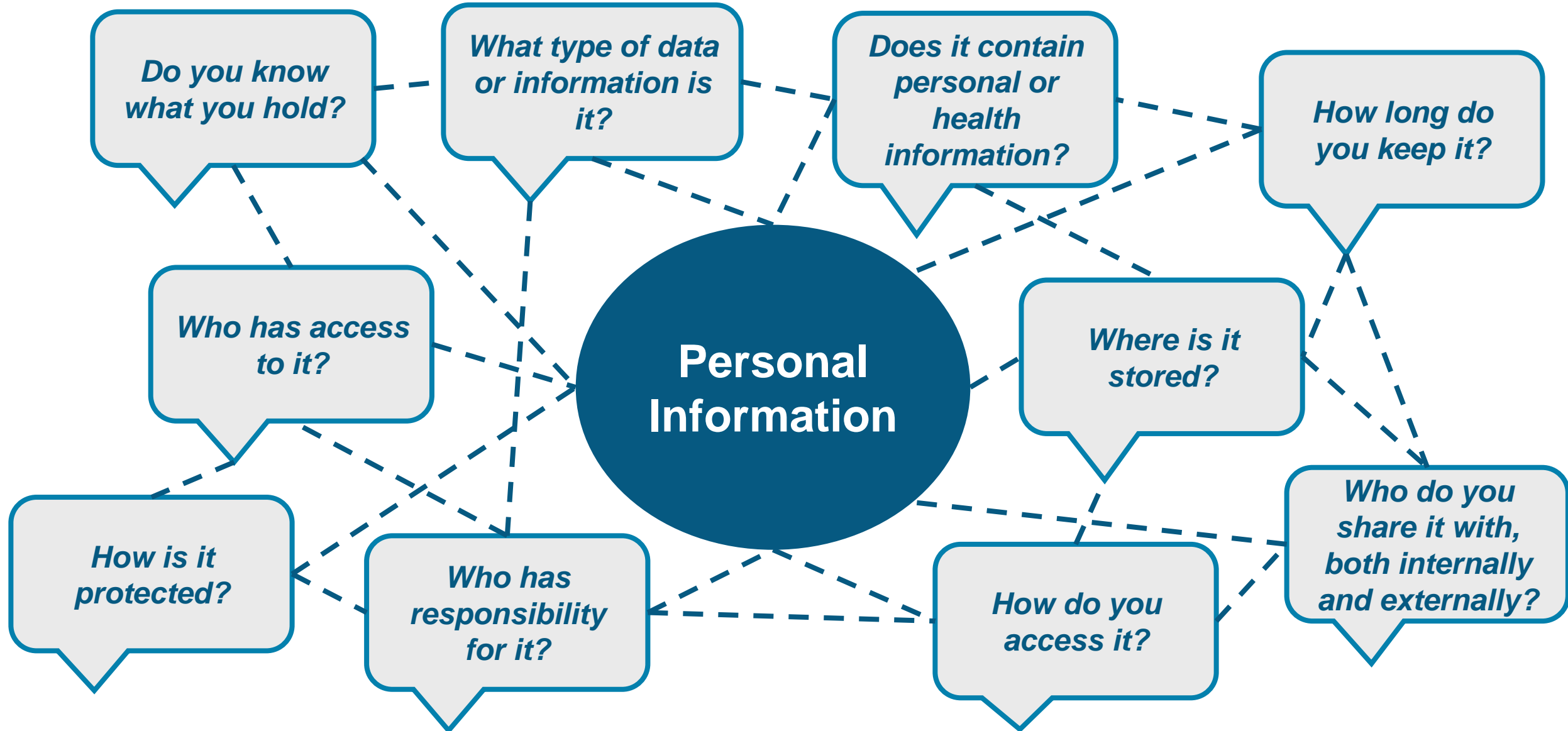
# MNDB Trends Report - to 30 June 2024



# Causes of breaches



# Prevention is better than a cure





# Privacy Governance Framework

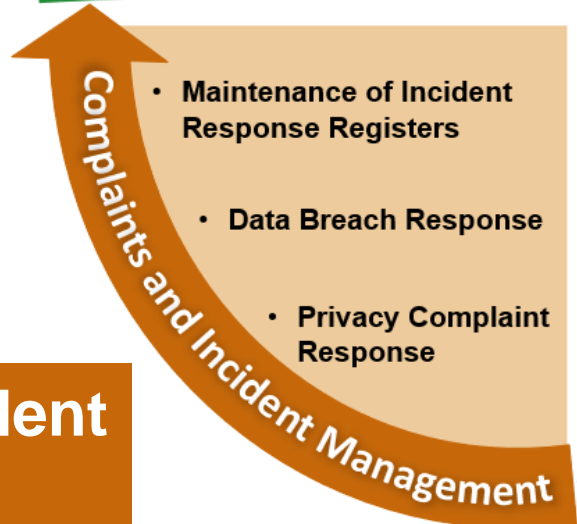
## Evaluation, Internal and External Oversight



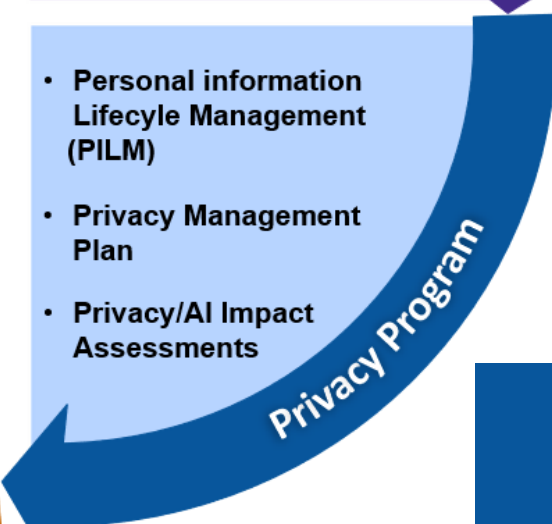
## Governance and Leadership



## Complaints and Incident Management



## Privacy Program



# Leadership – From Compliance to Culture

- Leadership commitment & tone is a core foundation for good privacy governance
- Privacy is seen as a value, not just as a requirement
- Commitment to continuous learning and improvement
- Embed a privacy positive culture and of awareness
- Understand your privacy obligations
- Promote an environment of privacy awareness
- Encourage a culture of reporting
- Evaluate your privacy, practices & systems for continued effectiveness
- Integrate privacy into business strategy
- Encourage open communication

*“Leadership is not about being in charge. It is about taking care of those in your charge and safeguarding their confidence and trust.” - Simon Sinek*

# Key Takeaways

- ✓ Understand the importance and value of your personal information holdings
- ✓ Know where your personal information is held
- ✓ Collect only what is necessary and don't keep it for longer than it is necessary
- ✓ Adopt privacy by design
- ✓ Strong and embedded governance frameworks help protect data
- ✓ Build and embed a privacy positive culture
- ✓ Have clear policies and procedures
- ✓ Be proactive not reactive
- ✓ Leadership shapes culture, trust and tone
- ✓ Privacy is about more than just a compliance measure
- ✓ Strong Privacy Governance is not a set and forget endeavour

# Connect with us



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