

Privacy, Trust and Responsibility

Presentation to Reconstruction Authority

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Value of data



- Enables service delivery
- Supports decision making
- Improves services and service delivery
- Informs policy and policy development
- Supports and responds to communities
- Drives innovation

Bail for man accused of accessing sensitive files, AVOs

'Court hacker' faces justice

Sensitive school data leaked in cyberattacks

EXCLUSIVE

Data breach warning to DV victims

NSW gov contractor uploaded Excel spreadsheet of flood victims' data to ChatGPT

Healthcare sector hardest hit by cyberattacks

CYBERSECURITY
David Swan

LOCAL NEWS

WSU under attack again

"Persistent and targeted": University contacts students after fresh security issues

Council staff apologise for data breach

Fighting back against cyber attacks

Woman arrested over attacks on Western Sydney Uni

Accused elite hacker hiding in a dirty unit

What happens when data is breached?



- Exposure of personal information
- Individual harm
- Reputational damage
- Loss of public confidence
- Broken Trust
- Operational Disruption
- Redeployment of resources
- Costs
- Legal and Regulatory impacts

Prevention is better than a cure



Consider your own organisation:

- *Do you know what you hold?*
- *What type of data or information is it?*
- *Does it contain personal or health information?*
- *How and where is it stored?*
- *Who has access to it?*
- *How do you access it?*
- *How long do you keep it?*
- *Who do you share it, both internally and externally?*
- *How is it protected?*
- *Where and in what systems do you use it in?*
- *Who has responsibility for it?*

Governance from compliance to culture

Good governance is the key to developing and maintaining trust in your agency and its services to the public.

What does your agency's governance look like?

- ✓ Leadership commitment
- ✓ Embed a privacy positive culture
- ✓ Encourage a culture of reporting
- ✓ Integrate privacy into business and risk strategy
- ✓ Understand your privacy obligations
- ✓ Know your data – data inventory
- ✓ Promote an environment of privacy awareness
- ✓ Evaluate and mature your privacy practices, policies and processes
- ✓ Train employees on data handling and breach response
- ✓ Implement technical and administrative measures to protect personal data
- ✓ Have a data breach response plan
- ✓ Data minimisation
- ✓ Privacy by design

Key Takeaways

- ✓ Citizen data is a critical public asset
- ✓ Trust is fragile
- ✓ Strong governance and accountability are fundamental to effective data protection
- ✓ Assess and understand your current state

- ✓ Privacy is a shared responsibility



- ✓ Proactive and sustained investment reduces risk
- ✓ Commit to continuous improvement
- ✓ Identify your key risks and gaps
- ✓ Privacy is about more than just a compliance measure

Final thoughts...



Privacy, Trust and Responsibility go hand in hand.

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Resources to assist you

- IPC Privacy Governance Framework
- IPC Privacy Information Governance Agency Self-assessment Tool
- IPC Essential Guidance Toolkit
- Privacy Basics e-Learning module
- Understanding the MNDB Scheme (Practitioners & Agency heads) e-Learning modules
- Implementing Technology Privacy Toolkit
- Guide to making privacy management plans
- Guide to Privacy Impact Assessments in NSW
- Guide to preparing a Data Breach Policy

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