

Privacy: current challenges, digital technology and cyber security

Cyber Security and Risk Management Roadshow

10 August 2021

Samantha Gavel

NSW Privacy Commissioner



information and
privacy commission
new south wales

COVID-19 and Privacy

The IPC's pandemic related work has included the following:

- The IPC has engaged with the NSW Data Analytics Centre re privacy aspects of its COVID-19 data program
- Consultation with the Department of Customer Service re the Covid check-in tool
- Provision of advice to agencies about their privacy obligations during the pandemic
- Advice and assistance to agencies in relation to data breaches resulting from increased malicious cyber security activity during the pandemic
- Development of Guidance for agencies on the Collection of Vaccination Information



A blue-toned graphic on the left side of the slide. It features a network of white lines connecting various circular icons. The icons include a person, a group of people, a camera, a brain with circuitry, a location pin, a person with a speech bubble, and a cloud. The text 'Digital Government' is written in white, bold, sans-serif font in the upper left corner of this graphic area.

Digital Government

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

Data Breaches

Data Breach – Service NSW, NSW Health and Transport for NSW

- In May 2020, Service NSW experienced a significant cyber incident which had compromised the email inboxes of some 47 staff members.
- Service NSW organised for a forensic analysis of the 3.8 million documents exposed in the breach.
- Personal information of 100,000 customers and staff was exposed in the incident.
- In January 2021, the NSW Ministry of Health and Transport for NSW were impacted by a cyber attack on Accellion file transfer software.

Public Interest Direction under the PPIP Act

Direction relating to Service NSW – 5 August 2020


- It enables the collection, use and disclosure of personal information for a time limited data exchange process between Service NSW, Transport for NSW and the NSW Registrar of Births, Deaths and Marriages.
- The purpose of the data exchange is to provide Service NSW with up-to-date contact details of customers impacted by the recent Service NSW cyber incident.
- The direction was made on 5 August 2020 and will expire on 31 January 2021.

Cyber Security



Keeping Data Secure

- A whole-of-government and whole of organisation approach is required.
- Focus on processes, technology and people.
- Understand what information you hold, how long you need to retain it, where is it held and who has access to it.
- Tools include Privacy-by-Design, Privacy Impact Assessments, Privacy Enhancing Technology, patch management processes, email management.
- A data breach response plan which includes processes and procedures to manage and mitigate a data breach.
- Regular cyber security training for staff and contractors.

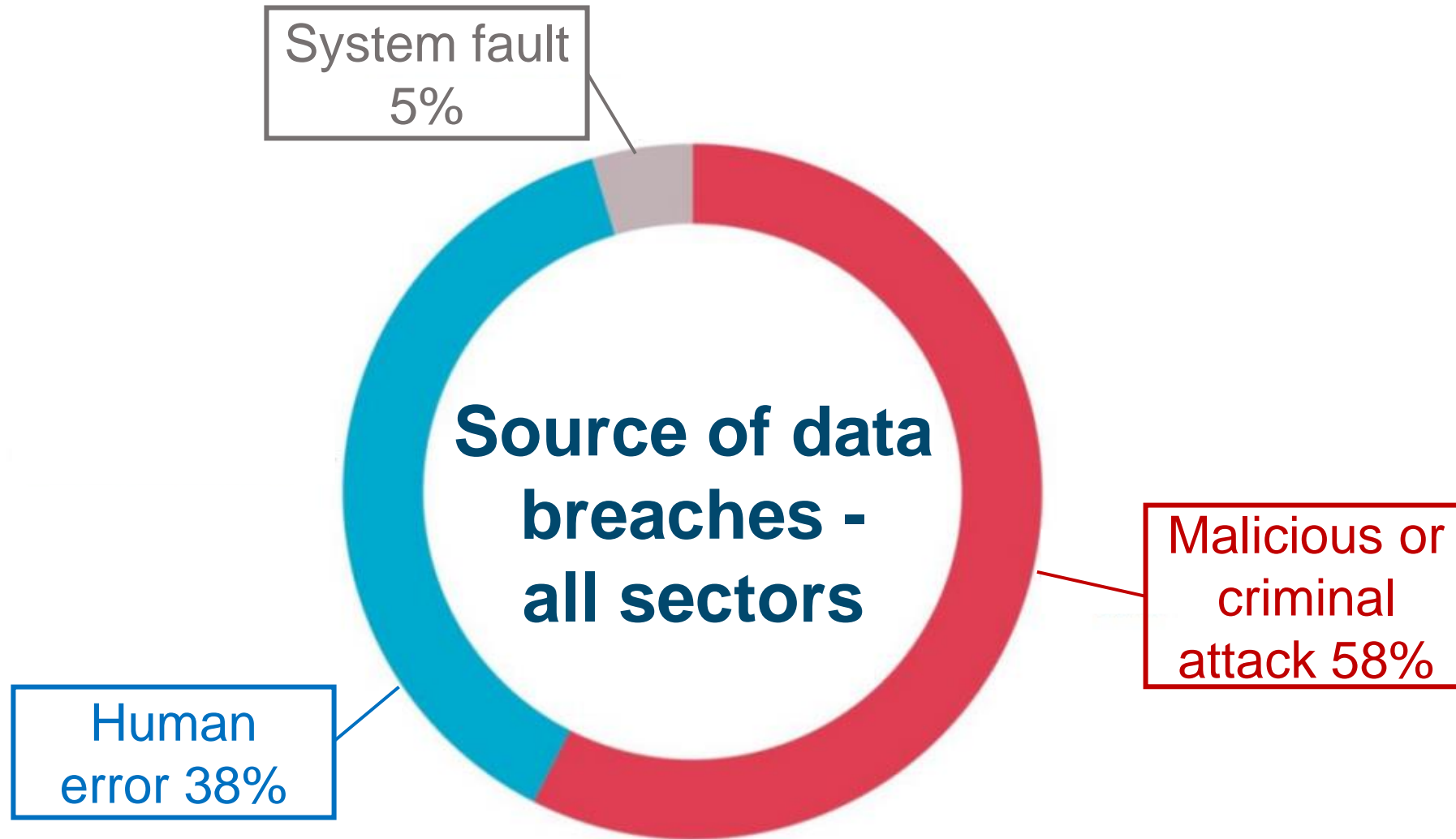


Mandatory Notification Data Breach Scheme

Legislation to Provide for Scheme

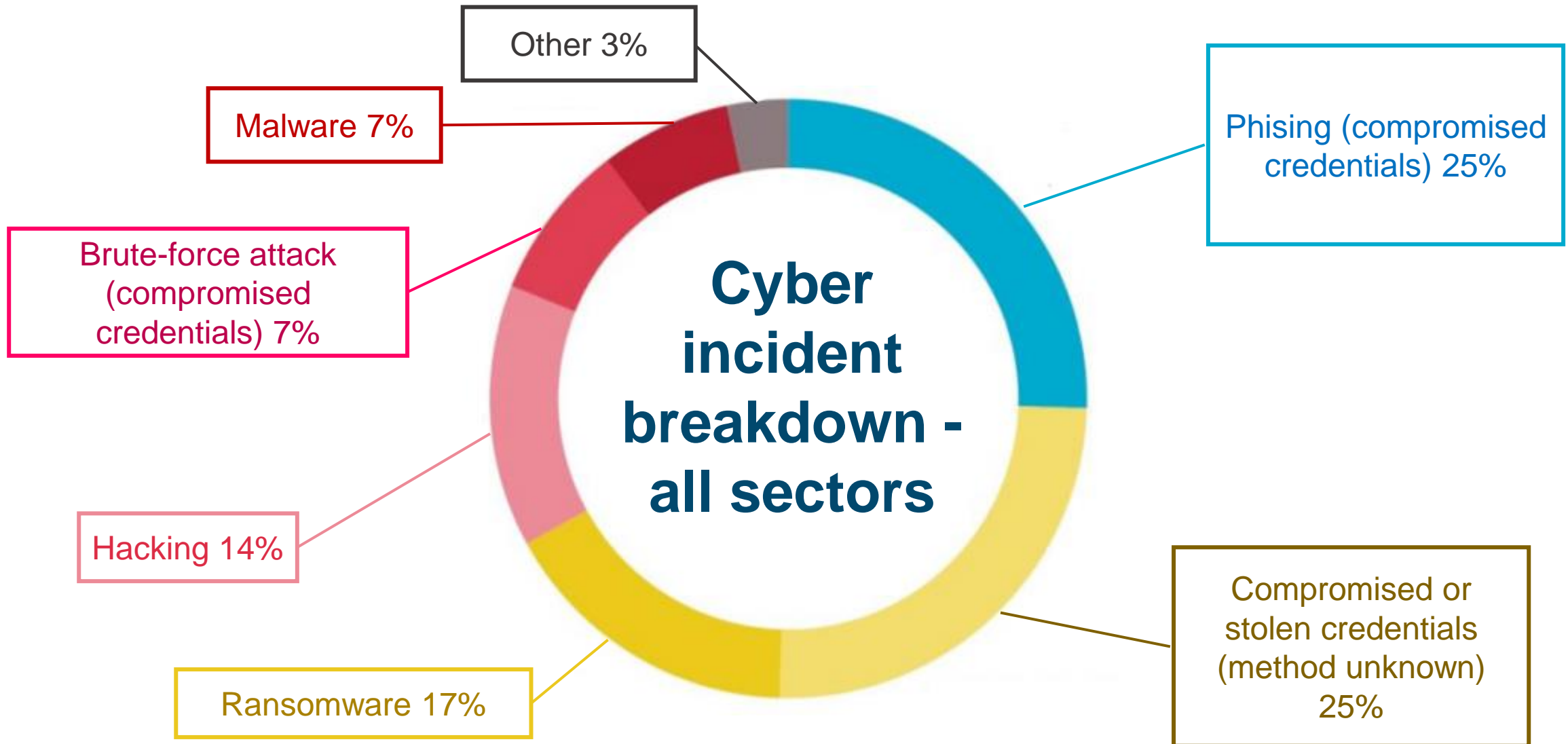
- A draft bill was released for consultation in May, with submissions closing on 18th June.
- Scheme will provide for mandatory notification of data breaches that pose a significant risk of harm to those affected and the Privacy Commissioner.
- Scheme will cover all NSW Government agencies, including Government departments, public universities and local councils.
- Submissions provided during the consultation process are currently being considered, to inform any changes needed to the scheme before the bill is introduced into Parliament.

What causes data breaches?



Source: OAIC Notifiable Data Breaches Report July – December 2020

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Resources for agencies

- Guide – Transition to the cloud: Managing your agency’s privacy risks: www.ipc.nsw.gov.au/node/2179
- IPC Voluntary Data Breach Notification guidance: www.ipc.nsw.gov.au/node/437
- A Guide to Privacy Impact Assessments: www.ipc.nsw.gov.au/node/1580
- Fact Sheet – Privacy by Design: www.ipc.nsw.gov.au/node/1648
- Guide – Seeking a Public Interest Direction under NSW privacy laws: www.ipc.nsw.gov.au/media/689

Other resources are available via the IPC website
www.ipc.nsw.gov.au/privacy

Connect with us



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ipcinfo@ipc.nsw.gov.au



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