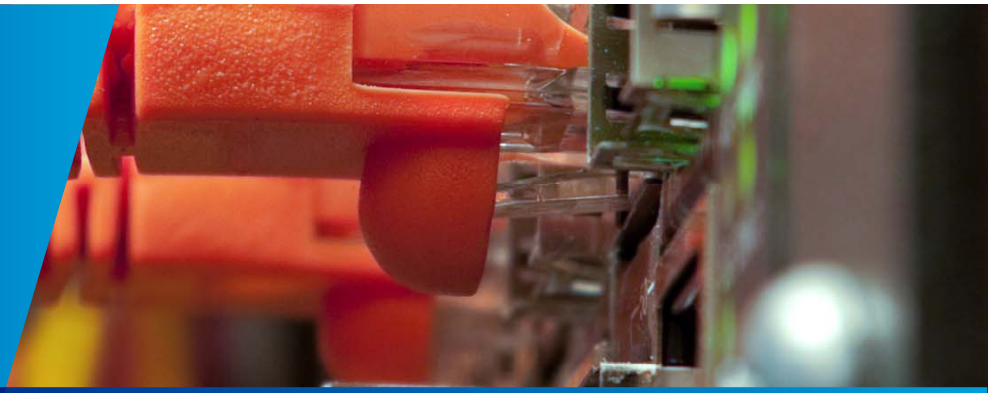


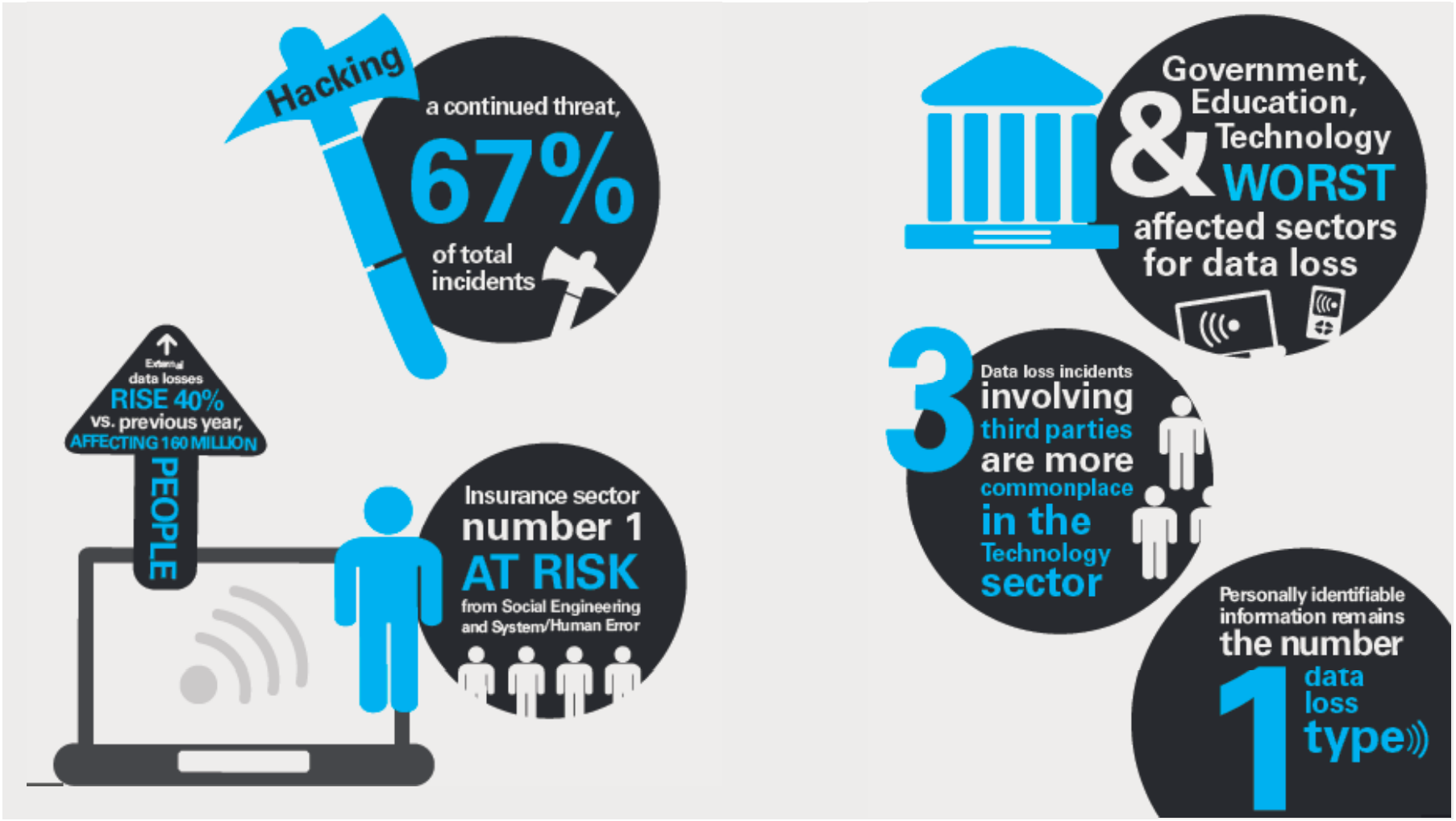
KPMG
cutting through complexity

# Technology challenges and considerations with Privacy Amendment Bill

Presentation to Websense Privacy briefing

Wednesday 11 December 2013

# Data loss – how bad is it?




*Source: KPMG Data Loss Barometer 2012, http://www.kpmg.com/PT/pt/IssuesAndInsights/Documents/data-loss-barometer-2012.pdf*

# Which key changes in the Privacy Amendment bill are likely to impact technology?

| From | To |
| --- | --- |
| Adequacy approach | Accountability approach |
| Cross-border disclosure prohibited 'unless'... | Cross-border disclosure permitted by default with disclosure and consent |
| No mandatory data breach notification requirement | ??? |

Compliance with the APPs requires organisations to know:

- **What** Personally Identifiable Information (PII) is held?
- **Where** it is located?
- **Who** has access?
- **How** it is secured?

# Certain factors increase the difficulty in complying with these requirements

## Key drivers

High degree of outsourcing and use of external suppliers

PII is both provided to and accessed by suppliers

Location / jurisdiction of data and personnel increasingly fluid

## Additional factors

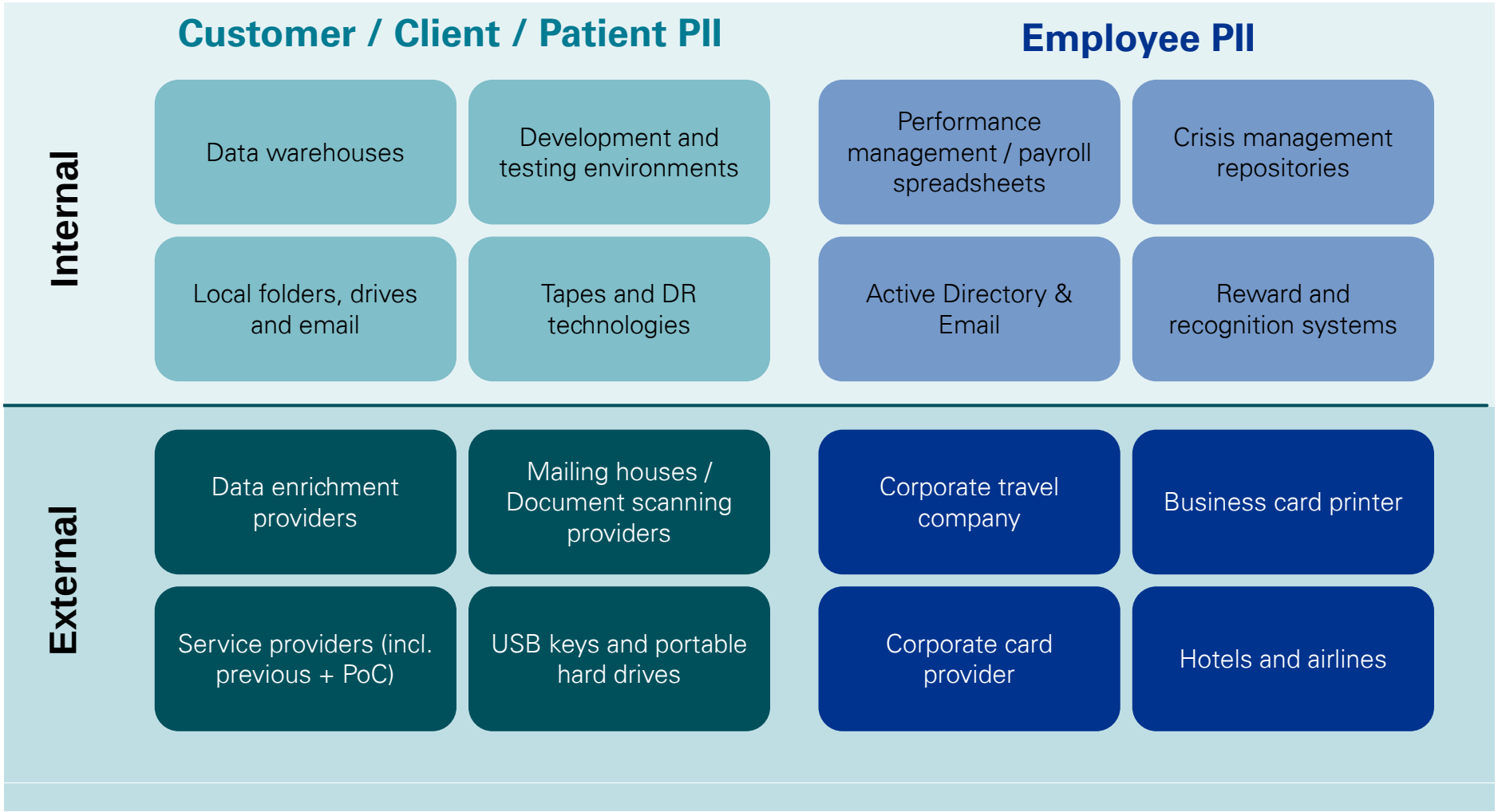
**Low levels of staff awareness** regarding the privacy requirements of PII and understanding what PII is

**'Customer experience'** can override privacy and governance controls

**Data management practices** struggle to keep abreast of the evolving environment

A **complete view of all suppliers** and their relationships can be **difficult to obtain**

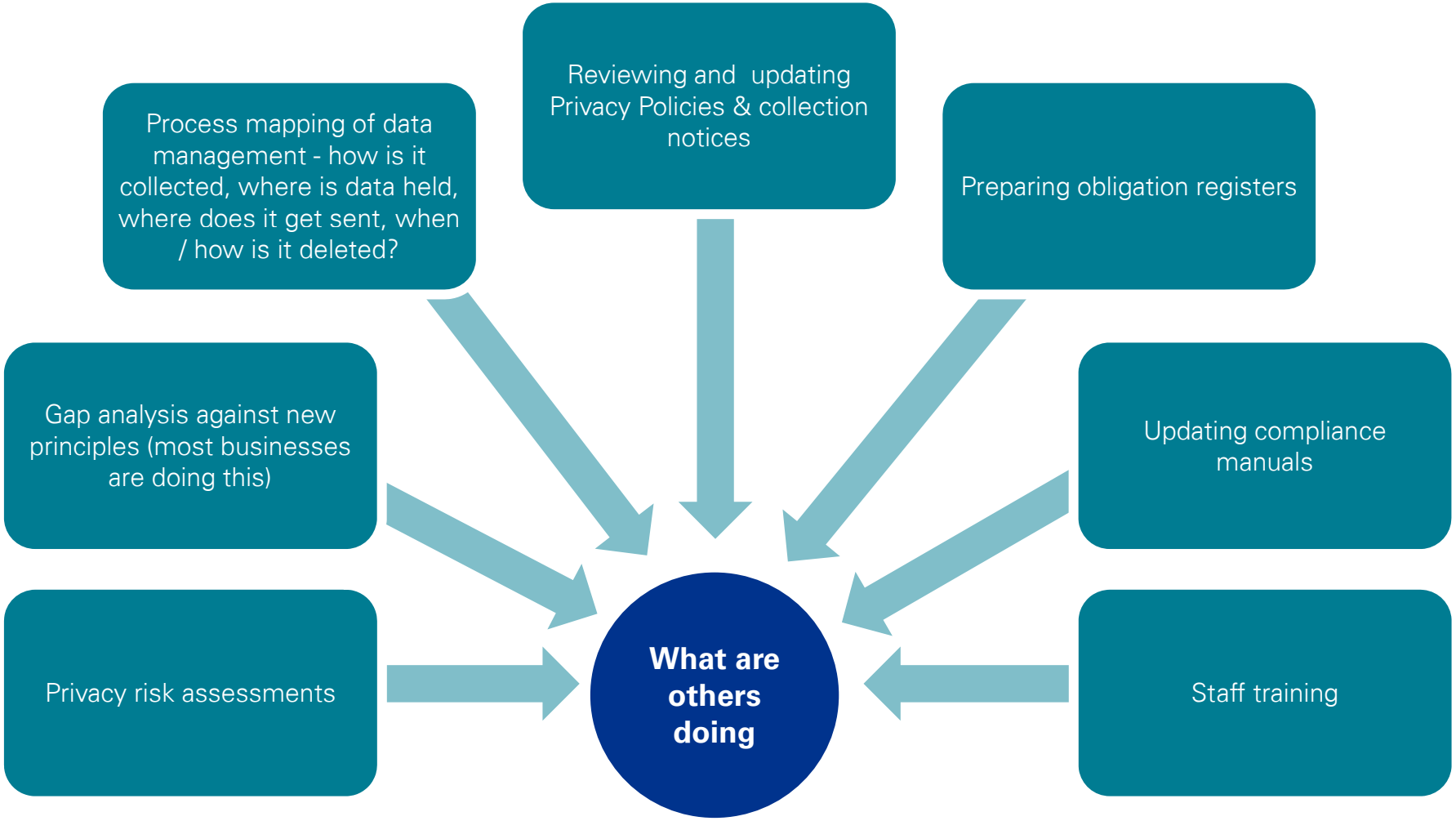
# From our experience, there are many areas where PII may be unknowingly transmitted or stored outside of core systems.....



# What should IT be doing?

| Action | APP |
|---|---|
| Determine whether a PII data inventory exists | All APPs |
| Determine why data is in these locations and how it is secured | All APPs, particularly and APP 11 – Security of personal information |
| Understand which service providers hold or have access to PII, and identify the jurisdiction of both the service provider and where the data is held / accessed | APP 8 – Cross border disclosure of personal information |
| Review contracts and Service Level Agreements (SLAs) to make sure responsibilities and controls for the protection of data are clear, robust and auditable | APP 8 and APP 11 |
| Confirm policies and procedures for the following:<br>• Data lifecycle<br>• Systems lifecycle<br>• Vendor lifecycle | APP 11<br>APP 11<br>APP 8 and 11 |
| Ensure your staff understand the privacy requirements on them – or at a minimum they know who to ask for help | All APPs, particularly APP 1 – Open and transparent management of personal information and APP 6 – use or disclosure of personal information |
| Regularly test your security – focusing on the risk areas identified in the inventory above | APP 11 |

# What should be occurring across the organisation?



# Two key messages to improve the likelihood of compliance to the new requirements…

- What PII is held?
- Where it is located?
- Who has access?
- How it is secured?

**Provide staff and service providers with the tools to manage PII securely**