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Asia-Pacific Economic Cooperation

CPEA APEC Cross-Border Privacy Enforcement Arrangement

Data Breaches in NZ: Lessons Learnt

Malcolm Crompton
Managing Director
Information Integrity Solutions

APEC Privacy Enforcement Workshop
Auckland, 18 July 2013

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It's not just ACC…

Accident Compensation Corporation NZ slammed over data breach

NZ Privacy Commissioner says ACC displayed "an almost cavalier" attitude towa
information, recommends changes to storage of information

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NZ ministry knew of massive data breach

By Juha Saarinen on Oct 15, 2012 12:18 PM
Filed under Security

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Chose not to act af

Revelations that members
from kiosks installed at a
into a national scandal, wi
citizens leaked.

As reported on iTnews earli
to highly sensitive informatic
from self-service kiosks insta
agency

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Gordon Campbell | Parliament TV | Parliame

Scoop >> Parliament

EQC privacy breach: 80,000 affected

By Rebecca Quilliam

7:49 PM Monday Mar 25, 2013

Save 45 30

The massive Earthquake Commission privacy breach involving the details of more than 80,000 people is just another reason not to take the organisation seriously, Christchurch residents say.

EQC announced today that every Canterbury resident who had made a home repair claim after the quakes had their privacy breached last week.

It is believed to be one of the largest privacy breaches by a government agency in the country's history.

+ EXPAND

File photo / Geoff Sloan

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Privacy breaches at Inland Revenue

Home » News » Political

Mon, 29 Oct 2012

News: Politics | Inland Revenue

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The Inland Revenue Department had 32 privacy breach
involving the personal information of 6300 people being
the wrong person in the past year.

Ministry of Social Development repeats ACC privacy breach

Monday, 15 October 2012, 9:43 am
Press Release: Green Party

15 October 2012

Ministry of Social Development repeats ACC privacy breach debacle

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It's having an impact

- Wide impact on the NZ public
  - Compromised records – EQC (83,000), ACC (6,784)
  - Public opinion – greater concern over privacy
- Well-orchestrated journalistic campaigning
- Impact on ministers, chief executives and boards

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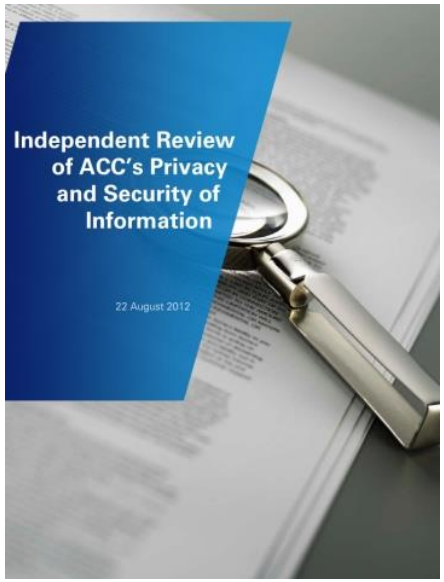
ACC Review

- NZ Privacy Commissioner called upon external resources to conduct independent review
- Findings:
  - Breach was a genuine error, but symptomatic of underlying systemic issues
  - Privacy is a **whole-of-agency concern**
    - Governance
    - Leadership, including privacy strategy
    - Privacy programme
    - Culture
    - Accountability
    - Business and systems (technology)
    - Safety mechanisms



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ACC Review

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Conclusion

- It could happen to you

- It's *not just* about the data breaches

- Personal information management means:
  - Addressing significant governance and risk issues
  - Strong leadership is required

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Questions?

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