

Welcome to the
Office of the
Australian
Information
Commissioner's

Business Breakfast

PRIVACY

AWARENESS WEEK

12 TO 18 MAY 2019



Making privacy the priority: privacy and data protection in our interconnected world

Angelene Falk, Australian Information Commissioner
and Privacy Commissioner

Privacy fundamentals

- Transparency, accountability and trust
- Notifiable Data Breaches scheme – one year on
- Privacy regulation outlook
- Privacy self-management vs. organisational accountability

Office of the Australian Information Commissioner

- Integrity agency, promoting transparent and accountable handling of personal information
- Human rights agency, protecting the right of individuals to personal autonomy, choice and control
- We recognise the economic value of personal information and seek outcomes in the public interest

Cooperation and collaboration

- Developing regulatory policy and guidance in global context
- Creating interoperable regulatory frameworks
- Intersection of data protection and consumer protection
- Cross-border enforcement and intelligence gathering

Notifiable Data Breaches scheme

- Commenced 22 February 2018
- Requirements go to the core of good privacy practice — transparency and accountability:
- Incentivises proactive security practices to protect personal information
- Ensures individuals can act to prevent harm
- Allows consumers to make informed choices

Key statistics

964

Eligible data breaches



580

Malicious or criminal attack



153

Phishing

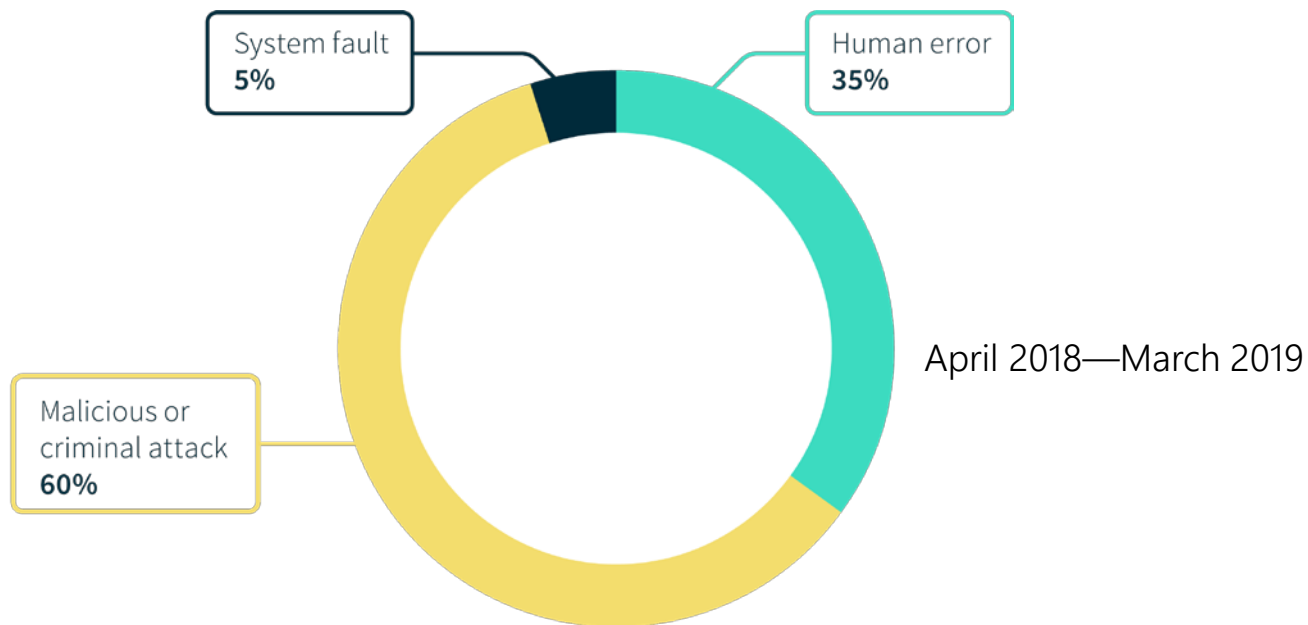


340

Human error



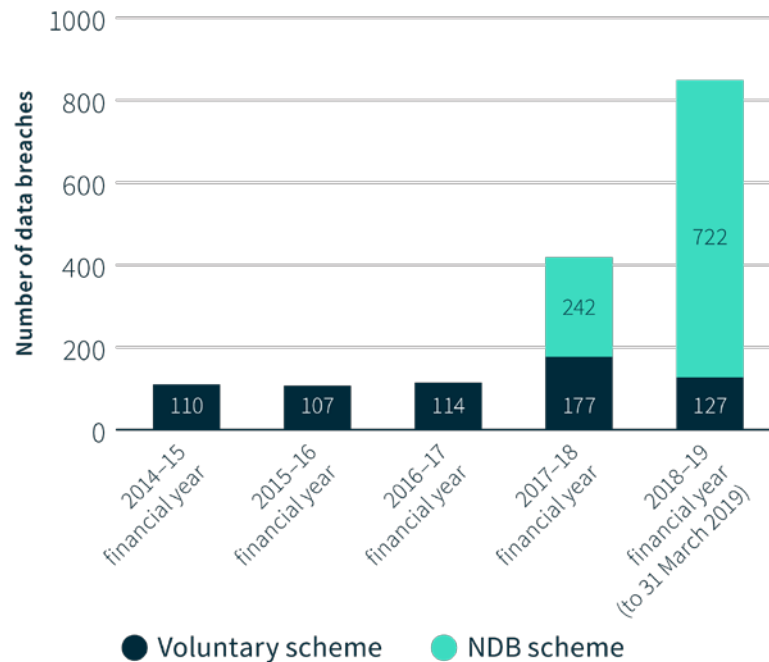
Sources of data breaches



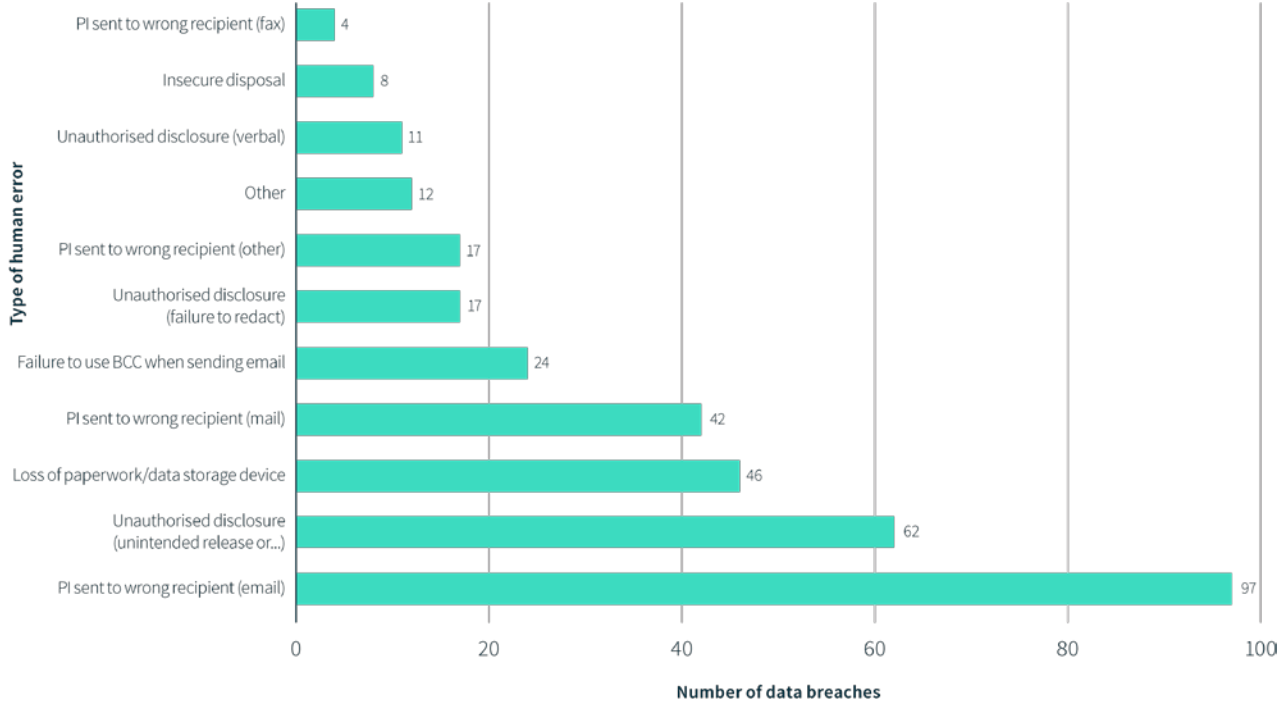
Mandatory and voluntary notifications

712%

Increase in notifications compared to voluntary scheme



Human error breaches



The human element

59%

**Reuse
passwords**

LogMeIn, May 2018

69%

**Share
passwords**

Ponemon Institute, Jan 2019

Password protection

ji32k7au4a83

Global password risk list

- 123456: 23.2 million accounts
- qwerty: 3.8 million accounts
- password: 3.6 million accounts

National Cyber Security Centre and Have I Been Pwned, April 2019

Our regulatory approach

- Driving awareness of NDB scheme
- Ensuring breach contained and rectified, steps taken to prevent reoccurrence
- Proportionate and evidence-based regulatory approach
- Will use enforcement powers where necessary

Best practice recommendations

1. Effective training
2. Invest in better security measures
3. Test your data breach response plan
4. Understand your data holdings
5. Put the consumer first

Moving beyond compliance

- Understand causes so you can prevent data breaches
- Business now well equipped to take reasonable steps
- Make privacy and security a workplace priority
- Support consumers effectively

Trust in data holders

Mean trust value on a scale of 1 to 10:

- Australian Bureau of Statistics: 6.4
- Banks and other financial institutions: 4.8
- Telecommunications companies: 3.7
- Social media companies: 2.9

Australian National University Centre for Social Research and Methods, October 2018

Privacy complaints, investigations, audits

- 2,947 privacy complaints in 17/18 FY, up 18%
- 2,766 privacy complaints closed, up 11%
- 2,541 privacy complaints July 2018–30 March 2019, up 18%

Privacy self-management vs. organisational accountability

- Individuals can only exercise choice and control by understanding how their information is being handled.
- Explanations must be accessible and understandable
- Privacy self-management must be made meaningful
- Increasing focus on notices, policies, consent

Data integrity and opportunity

- Strong privacy protections build confidence and trust
- Invest in people and systems to prevent breaches
- Personal data offers enormous opportunities
- Good privacy practice a central pillar of business success

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