

## ITEM 5 POST EXHIBITION - DATA BREACH RESPONSE POLICY

Amendments to the Privacy and Personal Information Protection Act 1998 (PPIP Act) were passed in NSW Parliament in November 2022. The Mandatory Notification of Data Breaches Scheme, which forms part of the amendments requires Council to publish a Data Breach Response Policy.

### RECOMMENDATION

The draft Data Breach Response Policy be approved by Council for adoption.

### REPORT AUTHORISATIONS

Report of: Ingrid McAlpin, Chief Information Officer  
Authorised by: Brian Jenkins, Director Corporate Services [Acting]

### ATTACHMENTS

- 1 Data Breach Response Council Policy
- 2 Report from the Public Exhibition of the Data Breach Response Policy

### BACKGROUND

Amendments to the Privacy and Personal Information Protection Act 1998 (PPIP Act) were passed in the NSW Parliament in November 2022.

The amendments to the PPIP Act aim to strengthen privacy legislation in NSW by:

- Creating a Mandatory Notification of Data Breaches (MNDB) Scheme which will require public sector agencies bound by the PPIP Act to notify the Privacy Commissioner and affected individuals of data breaches, involving personal or health information likely to result in serious harm
- Applying the PPIP Act to all NSW State-owned corporations that are not regulated by the Commonwealth *Privacy Act 1988*
- Repealing s117C of the *Fines Act 1996* to ensure that all NSW public sector agencies are regulated by the same mandatory notification scheme

The MNDB Scheme also requires Council to satisfy other data management requirements, including to maintain an internal data breach register, and have a publicly accessible data breach policy.

### PROPOSAL

In response to the amendment to the PPIP Act Council has developed a draft Data Breach Response Policy (the Policy). It is proposed that Council approve the Policy.

### CONSULTATION AND COMMUNICATION

The Policy has been internally reviewed by staff within the Information Management and Technology Division and the Governance and Information Division.

Public exhibition provided an opportunity for the community to review and provide input to the document. There were 45 visits to the site and the document was downloaded 11 times. No submissions on the document were received. Report is attached.

## PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2032 Goal 4. It specifically delivers on the following:

Community Strategic Plan 2032		Delivery Program 2022-2026
Strategy		Service
4.2	Improve digital access and participation across communities	Information Management and Technology
4.8	Council's resources are managed effectively to ensure long term financial sustainability	Information Management and Technology
4.12	Technology is used to enhance urban planning and service provision for our community.	Information Management and Technology

## RISK MANAGEMENT

Council is strongly committed to enhancing and effectively managing cyber security and is constantly reviewing and responding to the evolving cyber security threat landscape, and the diverse needs of Council.

The creation of the Policy is in response to amendments to the Privacy and Personal Information Protection Act 1998 (PPIP Act) which will be enacted in November 2023.

## FINANCIAL IMPLICATIONS

There are no financial implications in relation to the draft Data Breach Response Policy.

## CONCLUSION

Changes to the PPIP Act requires local government agencies to provide a publicly accessible data breach policy. A draft Data Breach Response Policy has been developed and exhibited. It is now proposed to be endorsed by Council and will then be available on Council's website.



## DATA BREACH RESPONSE COUNCIL POLICY

ADOPTED BY COUNCIL: [TO BE COMPLETED BY GOVERNANCE]

### PURPOSE

To set out requirements of the mandatory notifiable data breaches scheme that applies under the *Privacy and Personal Information Protection Act 1998 (PPIP Act)*.

### POLICY INTENT

The main objectives of this policy are to:

1. Provide guidance for responding to a breach of information held by Council
2. Provide considerations around notifying persons whose privacy may be affected by the breach
3. Assist Council in avoiding or reducing possible harm to both the affected individuals /organisations and Council and may prevent future breaches.

### WOLLONGONG 2032 OBJECTIVES

This policy aligns to Goal 4 of our Community Strategic Plan, "We are a connected and engaged community. This policy relates to strategies, 4.2, Improve digital access and participation across communities, 4.8 Council's resources are managed effectively to ensure long term financial sustainability and, 4.12 Technology is used to enhance urban planning and service provision for our community.

### POLICY

The PPIP Act creates a Mandatory Notification of Data Breaches (MNDB) Scheme which requires public sector agencies, including councils, to notify the NSW Information and Privacy Commission (IPC) and affected individuals of data breaches involving personal or health information likely to result in serious harm

Not all data breaches are notifiable. If, after an initial investigation, the Privacy Officer suspects a notifiable data breach may have occurred, a reasonable and expeditious assessment must be undertaken to determine if the data breach is likely to result in serious harm to any individual affected.

Council's Privacy Officer will seek information to assess the suspected breach. In assessing a suspected breach, the Privacy Officer may require assistance and information from other areas of the Council depending on the circumstances.

There will then be an evaluation of the scope and possible impact of the breach. The Privacy Officer will assess if a breach is likely to be notifiable and ensure appropriate actions including reporting to the IPC. An assessment of a known or suspected breach must be conducted expeditiously and where possible should be completed within 30 days.

In all cases the assessment will identify what actions must be taken. These will be documented and acted upon as soon as possible.

A breach which is assessed as likely to result in serious harm to individuals whose personal information is involved, is a notifiable data breach. Such data breaches must be notified to the affected individuals and the IPC. Notice will include information about the breach and the steps taken in response to the breach.

**DATA BREACH RESPONSE**

**COUNCIL POLICY**

If Council has responded quickly to the breach, and because of this action the data breach is not likely to result in serious harm, then the individuals and the IPC will not usually be contacted. However, Council staff may decide to advise the affected individuals about the incident for the sake of transparency.

The risk of serious harm will be assessed by considering both the *likelihood* of the harm occurring and the *consequences* of the harm. Some of the factors that will be considered are:

Factors	Considerations
The type of personal information involved in the data breach.	Some kinds of personal information are more sensitive than others and could lead to serious ramifications for individuals if accessed.  Information about a person's health, documents commonly used for identity fraud (e.g. Medicare card, driver's licence) or financial information are examples of information that could be misused if the information falls into the wrong hands.
Circumstances of the data breach	The scale and size of the breach may be relevant in determining the likelihood of serious harm. The disclosure of information relating to a large number of individuals would normally lead to an overall increased risk of at least some of those people experiencing harm. The length of time that the information has been accessible is also relevant.  Consideration must be given to who may have gained unauthorised access to information, and what their intention was (if any) in obtaining such access. It may be that there was a specific intention to use the information in a negative or malicious way.
Nature of possible harm	Consider the broad range of potential harm that could follow from a data breach including: <ul style="list-style-type: none"> <li>• identity theft</li> <li>• financial loss</li> <li>• threat to a person's safety</li> <li>• loss of business or employment opportunities and</li> <li>• damage to reputation (personal and professional).</li> </ul>

**LEGISLATIVE REQUIREMENTS**

*Privacy and Personal Information Protection Act 1998*

*NSW Privacy and Personal Information Protection Regulation 2019*

NSW Government Information Classification, Labelling and Handling Guidelines (July 2015)

**DATA BREACH RESPONSE**

**COUNCIL POLICY**

**REVIEW**

This Policy will be reviewed every two years from the date of each adoption of the policy, or more frequently as required.

**REPORTING**

Notification is only required under this policy in the event of a serious data breach. Notifications will follow any format and guidance issued by the NSW Information and Privacy Commission

**ROLES AND RESPONSIBILITIES**

Notification to the IPC and internally within Council is the responsibility of the Privacy Officer.

Notification to individuals may be undertaken by the Privacy Officer or a Council officer in the area in which the breach occurred after the Privacy Officer agrees to the action.

**RELATED STRATEGIES, POLICIES AND PROCEDURES**

*Information Security Incident Response Management Policy*

*Cyber Security Incident Response Procedure*

**DEFINITIONS**

**Data breach** means unauthorised access to, or unauthorised disclosure of, personal information or a loss of personal information. Examples of a data breach are when a device containing personal information is lost or stolen, an entity’s database containing personal information is hacked or an entity mistakenly provides personal information to the wrong person.

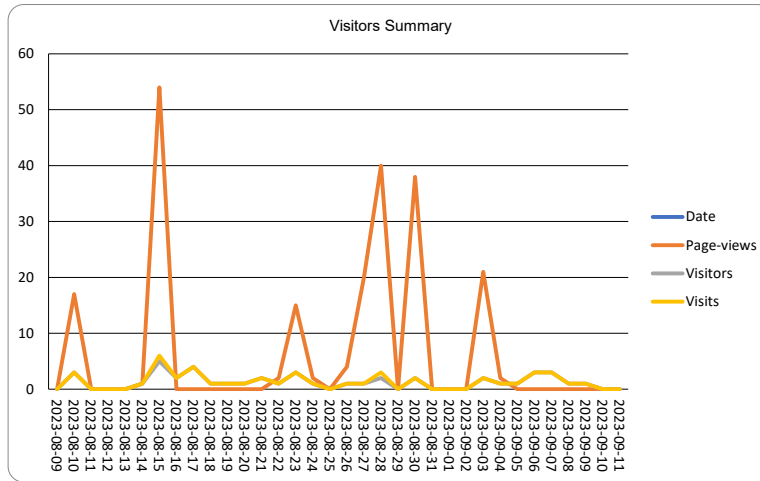
**Notifiable data breach** means a data breach that is likely to result in serious harm, which must be notified to affected individuals and the Australian Information Commissioner.

**Personal information** means information or an opinion about an individual who is identified, or who can reasonably be identified, from the information, whether or not the information or opinion is true or recorded in a material form, and includes sensitive information; and

**Sensitive information** means information or an opinion that is also personal information, about a person’s racial or ethnic origin, political opinions, memberships of political, professional and trade associations and unions, religious and philosophical beliefs, sexual orientation or practises, criminal history, health information, and genetic and biometric information.

APPROVAL AND REVIEW	
Responsible Division	[Name of Division]
Date adopted by Council	[To be inserted by Corporate Governance]
Date/s of previous adoptions	[List previous adoption dates]
Date of next review	[Not more than two years from last adoption]

**Project Report: Data Breach Response Policy** 08 August 2023 **to** 11 September 2023



**Project Highlights**

Total Visits	45
New Registrations	0
Video views	0
Photo Views	0
Document Downloads	11

**Admin Notes**

ENGAGED PARTICIPANTS	0		
Engaged Actions Performed	Registered	Unverified	Anonymous

Contributed on Forums	0	0	0
Participated in Surveys	0	0	0
Contributed to Newsfeeds	0	0	0
Participated in Quick Polls	0	0	0
Posted on Guestbooks	0	0	0
Contributed to Stories	0	0	0

INFORMED PARTICIPANTS	10
Informed Actions Performed	Participants

Viewed a video	0
Viewed a photo	0
Downloaded a document	8
Visited the Key Dates page	0
Visited an FAQ list Page	3
Visited Instagram Page	0

AWARE PARTICIPANTS	40
Aware Actions Performed	Participants

Visited at least one Page 40

Asked Questions 0 0 0 Visited Multiple Project Pages 10  
 Placed Pins on Places 0 0 0 Contributed to a tool (engaged) 0  
 Contributed to Ideas 0 0 0

ENGAGEMENT TOOLS SUMMARY									
<b>Forum Topics</b>	<b>0</b>	Guestbooks	<b>0</b>	<b>Places</b>	<b>0</b>	<b>News Feeds</b>	<b>0</b>	<b>Ideas</b>	<b>0</b>
<b>Qandas</b>	<b>0</b>	Quick Polls	<b>0</b>	<b>Stories</b>	<b>0</b>	<b>Survey Tools</b>	<b>1</b>		

Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
SurveyTools	Feedback on the Data Breach Response Policy	Published	1	0	0	0

INFORMATION WIDGET SUMMARY									
<b>DOCUMENTS</b>	<b>2</b>	<b>PHOTOS</b>	<b>0</b>	<b>VIDEOS</b>	<b>0</b>	<b>FAQS</b>	<b>1</b>	<b>KEY DATES</b>	<b>1</b>

Widget Type	Engagement Tool Name	Visitors	Downloads/Views
Document	Draft Data Breach Response Policy	7	8
Document	Council Business Paper - Draft Data Breach Response Policy	3	3
FAQ	faqs	3	4
Key Dates	Key Date	0	0