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DATA DESTRUCTION SPECIALISTS

POPI WORKSHOP 5TH JUNE 2019 – THE RIVER CLUB



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POPI – The impAct!

“It’s not business as usual anymore. The Protection of Personal Information (POPI) Act presents one of the most disruptive compliance changes in South Africa’s business history. The POPI Act will change the way business deals with information in an information-driven society. The POPI Act will challenge businesses in ways never imagined”



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Welcome & Introduction

- House keeping
- The River Club
- Welcome delegates
- Colin Higgins
- Mindset



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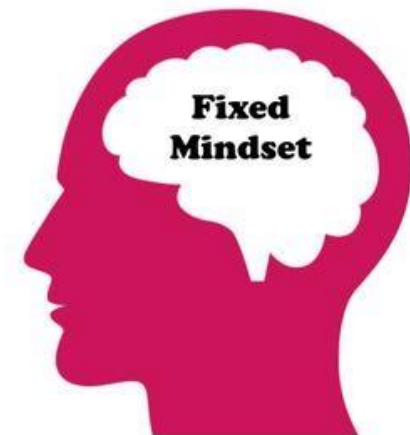
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Framing the “Mindset”

What Kind of Mindset Do You Have?



I can learn anything I want to.
When I'm frustrated, I persevere.
I want to challenge myself.
When I fail, I learn.
Tell me I try hard.
If you succeed, I'm inspired.
My effort and attitude determine everything.



I'm either good at it, or I'm not.
When I'm frustrated, I give up.
I don't like to be challenged.
When I fail, I'm no good.
Tell me I'm smart.
If you succeed, I feel threatened.
My abilities determine everything.

Created by: Reid Wilson @wayfaringspath © 2014 Icon from: thenounproject.com



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Recently Published

- <https://www.fin24.com/Companies/ICT/major-spike-in-sa-cyber-attacks-over-10-000-attempts-a-day-security-company-20190429>
- <https://www.fin24.com/Finweek/Business-and-economy/sa-business-underplaying-the-danger-of-cybercrime-20190313>



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Why POPI?

- Data Protection
 - Data Subject (Personal Impact)
 - Data Controller (Responsible Party)
 - Data Processor (Business Impact)
 - Data Transfer (Business Impact)
- Good Governance
- Reputational Protection
- Doing business with the rest of the world
 - Lobbying



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High Risk Industries

Hotels
Real Estate
Healthcare
Education
Legal
Financial Services
Automotive
Government





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Hospitality Stats

**Hospitality Industry accounts for
12%**

of global breaches.

Source: 2016 Trustwave Global Security report

**Number of records stolen in the Hospitality Industry in 2016:
9.6 MILLION**

**(2018 – Marriot 500 million people affected, just one
company)**

Source: 2016 Annual Report, BREACHLEVELINDEX.com

Identity theft rose

48%

between 2013 and 2016.

Source: 2016 Annual Report, BREACHLEVELINDEX.com



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Real Estate Stats

30%
of real estate firms reported an information security event in 2017

2017 Real Estate Industry Outlook Survey. KPMG.
2017

53%
of identity theft is non-digital

Identity Theft Assessment and Prediction Report,
University of Texas. 2017



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Education Stats

Education was hit hard last year.

**More than
185**

education sector breaches reported nationwide

Breach Level Index, 2017. breachlevelindex.com

11%

of all breaches affected the education sector

Breach Level Index, 2017. breachlevelindex.com

**In excess of
15M**

records stolen, primarily identity theft

Breach Level Index, 2017. breachlevelindex.com



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Legal/ Law Firms Stats

Up to

35%

of surveyed law firms admitted they have had some type of information breach.

Source: American Bar Association, 2017 TechReport

38%

of law firms breached reported a loss in billable hours.

Source: American Bar Association, 2017 TechReport

34%

incurred hefty fees for correction.

Source: American Bar Association, 2017 TechReport

23%

reported costs associated with replacement of office hardware/software.

Source: American Bar Association, 2017 TechReport



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Terminology Questions

- What is Data?
- What is PI?
- What is deemed PI under the Act?
- www.michalsons.com/blog/what-is-personal-information/1397
- What is a “Risk Assessment?”
- What is a “Privacy Risk Assessment”
- How do I do a ‘RA’ if I don’t know what I don’t know?



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Take the POPI Test?

<https://erasedata.co.za/popi-act-compliance-health-check/>

- Note this is a light, very high level health check
- There are over 20 more internal assessments to create a formidable RA & PIA to take action from



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POPIA Health - Check Results

Honest results:

- By show of hands who scored 0-5 Points?
- 5 -10 points?
- 10 -15 points?
- 15 -20 points?

Some key overview of the questions asked!

- Information Officer (Who is the right person, what are their explicit responsibilities?)
- Project and budget scope? Stakeholder buy in as they are the consequential fall guys & gals for not having authorised the Risk & Privacy Impact Assessment undertaking
- Policies governing all departmental security, not withstanding things like, CCTV, Biometrics, Security companies, IT, HR, Finance etc.
- Staff Training
- Ongoing compliance plan in place



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Research has found that over 70% South African Companies will experience a breach within the next two years..

Remember
this Stat?





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Reasonable Steps?

- The question is what reasonable steps have you taken?
- Can you show that you identified this risk with **a risk assessment** and **privacy impact assessment**, showing proof that mitigating steps were taken?



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POPIA & GDPR: Lets talk a little about Privacy Policies and PAIA Manuals

- They should both be on your website – Legal Requirement
- IO responsibility to develop in line with POPIA
- What does Hetzner have to say?
- <https://hetzner.co.za/insights/two-sides-of-a-coin-gdpr-and-popia/>



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Routers, PCI, PMS, ERP



		Data Element	Storage Permitted	Render Stored Data Unreadable per Requirement 3.4
Account Data	Cardholder Data	Primary Account Number (PAN)	Yes	Yes
		Cardholder Name	Yes	No
		Service Code	Yes	No
		Expiration Date	Yes	No
	Sensitive Authentication Data ²	Full Track Data ³	No	Cannot store per Requirement 3.2
		CAV2/CVC2/CVV2/ICID ⁴	No	Cannot store per Requirement 3.2
		PIN/PIN Block ⁵	No	Cannot store per Requirement 3.2



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MFP/Scanners





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Other Basics

- https / http – ?
- Do you know the difference?
- Cookies
 - If **you have** a website or blog with visitors from the EU, **you need** a **cookie** warning or popup notice. In theory, only **websites** that collect user data by means of **cookies need** to **get** consent for doing so from their users. However, virtually all **websites** set **cookies** that track users
- Email disclaimer notice? Who doesn't have one? Why did we start doing those so many years ago?
- Privacy Notice & PAIA Manual on Websites



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Hotel & Real Estate Breaches

- <https://www.timeslive.co.za/news/south-africa/2017-10-18-top-real-estate-company-admits-to-being-unwitting-source-of-countrys-largest-personal-data-breach/>
- <https://www.forbes.com/sites/yiannismouratidis/2019/01/09/gdpr-may-add-up-to-8-8b-marriotts-data-breach-expenses/#2ae7ede262e1>



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Retention & Safe Destruction

- POPI stipulates that you may only keep PI for as long as it is required!
- What is your procedure for the destruction of information?
- How many “ACTS” govern retention of documents?
- What are your document archives looking like? Do you have a system for timely destruction?
- Get it back within retention!
- We have the solution...



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One of our
solutions!

- https://youtu.be/1p97iDC_mzl



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Lets talk PI – Real Estate

- We all have at one time or another either applied for a rental, purchased a home or worked with a bank to seek finance.
- Some real estate companies have in-house bond originators which adds an additional layer of information, collection, processing, and further transfer of PI



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Selling or buying a house!

- OTP signed with highly confidential PI (Paper risk)
- OTP goes to bank for cancellation purposes
- OTP goes to transferring attorney
- OTP goes to cancellation attorney
- Seller and myself have the OTP
- Transfer documents signed with Transferring attorney
- Bond application PI if with in house bond originator for new property and so it goes on
- Collecting, processing, transferring of PI takes place
- What happens to all this PI?



Renting a house or apartment? **ERASE DATA**

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- Tenant application – 5 pages of PI
- Credit checks and reference checks
- Private correspondence
- Email back and fourth containing PI
- After pre – qualification of application from enormous amounts of PI including:
 - ID Document
 - Bank Statements
 - Payslips (Employee no)
 - Credit
 - Proof of current address
 - Cell no
 - Email address
 - Children's name and ID number going to reside at rental
 - Criminal record info
 - Pet, breed and dimensions and Photo
 - What happens to all this pre-qualifying PI once rental agreement is signed and in place?
 - What happens if your application is unsuccessful?



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Lets talk Hotels

- <https://www.pwc.co.za/en/publications/hospitality-outlook.html>
- <https://www.pwc.co.za/en/assets/pdf/hotel-outlook2017.pdf>



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Email
hacking –
easiest way
to be
disrupted!

- Lets look at some examples
- Encryption/Thread protection
- Fire walls not just antivirus
- Back up's
- Entry and end point safety
(Routers and photocopiers)firmware updates
- 3rd Party suppliers
- Disable USB ports
- BYOD



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Direct Marketing Justice Department

- <http://www.justice.gov.za/inforeg/docs/20181214-gg42110-rg10897-gon1383-POPIregister.pdf>



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So, how do
we help
take the
POPIA
journey with
you?

- Take the leap and let us be your POPI partner in getting you there
- Provide you with all the tools, templates, activate solutions, provide consultancy and guiding assessments from **R13.00** to **R96.00** per day for part or full compliancy



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Time to take
15 mins

- See you in a few, we are here to chat during the break!