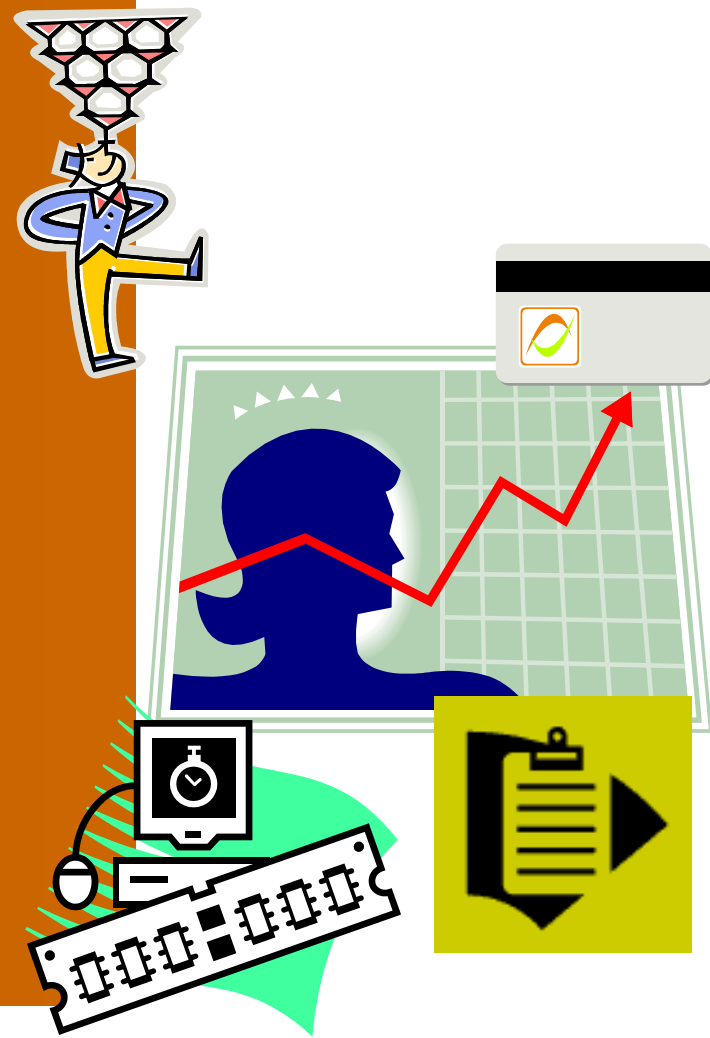


# Malcolm Crompton

*Identity Management,  
Privacy & how global  
cooperation would  
benefit these important  
research areas*

INCO-TRUST Workshop on International  
Co-operation in Trustworthy Systems

*Madrid, Spain  
1 April 2009*



# Coming to an organisation near you...

## DATA BREACH

### EDS To Pay For SSN Error

Saying that the company was "deeply regretful" for a printing error that exposed Social Security numbers on envelopes sent to more than 260,000 Wisconsin residents,

Electronic Data Systems (EDS) announced that it would pay for ID theft insurance and credit monitoring for all those affected by the

## DATA BREACH

### 100,000 Docs' IDs At Risk Follow Wisconsin's WEAU television news

10 states have had their Social Security Web posting by California-based health insurance firm that the breach occurred in

## DATA BREACH -- UK

### Carphone Warehouse In Fix After Breach

British mobile phone retailer Carphone Warehouse and sister company TalkTalk have been ordered to bring data privacy and security practices in line with the Information Commissioner's Office demands,

or face "unlimited fines" following the recent discovery of a data breach that has put the personal information of thousands of customers at risk.

## DATA BREACH

### California Lawmaker Wants To Toughen Breach Law

State Senator Joe Simitian has drafted two new bills designed to stiffen California's data breach law, including one that would outline new criteria for breach notice requirements and another that requires consumer notification to be made as early as possible.

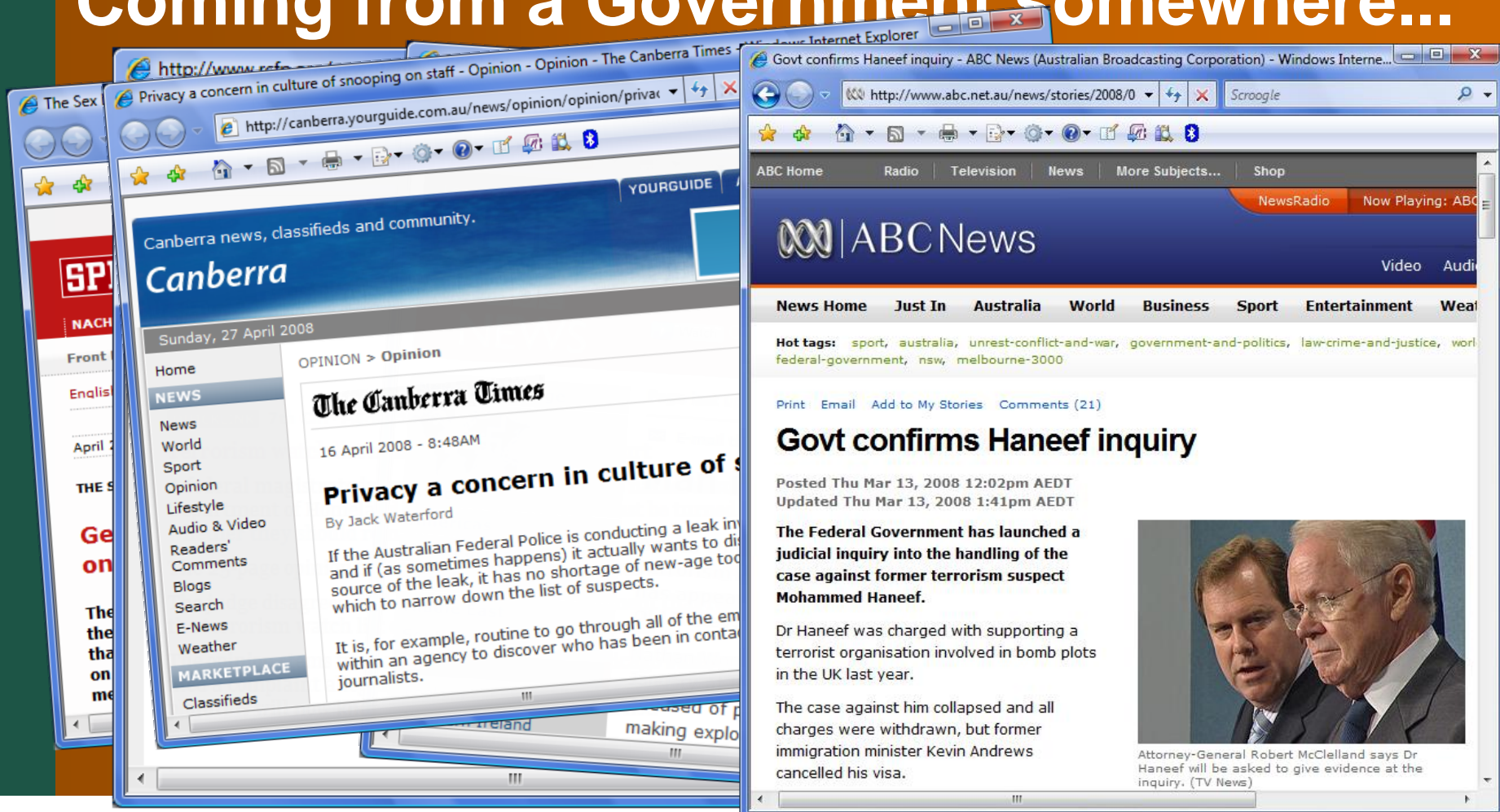
## ONLINE MARKETING

ValueClick To Pay \$2.9 Million To Settle FTC Charge  
According to an agency press release, The Federal Trade Commission has collected \$2.9 million from online advertiser ValueClick, Inc. based on the 2003 CAN-SPAM Act.

## The impostor in the ER

Medical identity theft can leave you with hazardous errors in health records

# Coming from a Government somewhere...

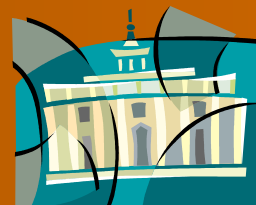


# Policing, accountability & government...



# And the online world has changed the rules

- Privacy principles ineffective in the face of the tidal wave of new technology
- Capacity to range through vast amounts of information
- Digital footprints allow behavioural targeting
- Not just individuals who can pretend they are someone else



facebook





Privacy Act Celebrating 20 Years  
Privacy Act Celebrating 20 Years  
Privacy Act Celebrating 20 Years  
Privacy Act Celebrating 20 Years

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## Change is accelerating ...

- 281 exabytes (281 billion gigabytes; 1EB =  $10^{18}$  bytes) of digital data created & copied in 2007, *cf* 5 EB in 2003; ~10x bigger again by 2011

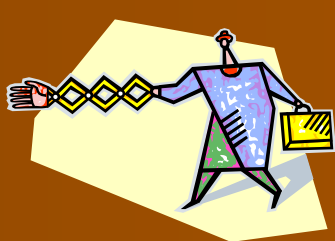
IDC Report on The Diverse & Exploding Digital Universe, Mar 2008

- “More information has been produced and stored in the past five years, than at any time in human history”

BBC News Online Magazine , 3 Nov 2003

- “Analysts envision a time when the [RFID] system will be used to identify & track every item produced on the planet”

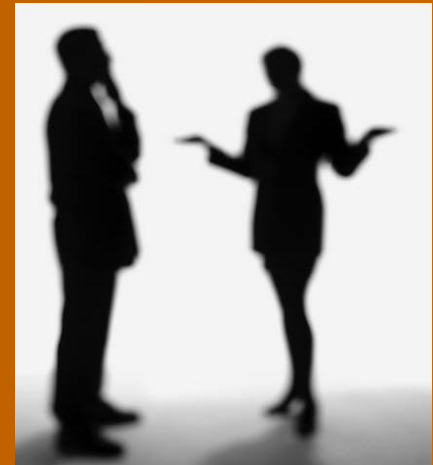
Katherine Albrecht, Founder of CASPIAN (Consumers Against Supermarket Privacy Invasion and Numbering), 2002



# And now the cloud

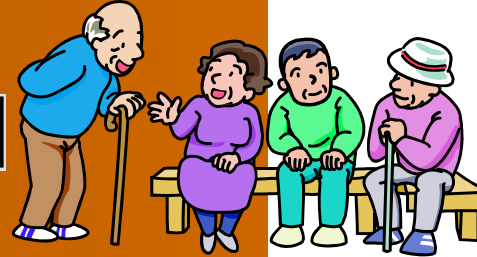
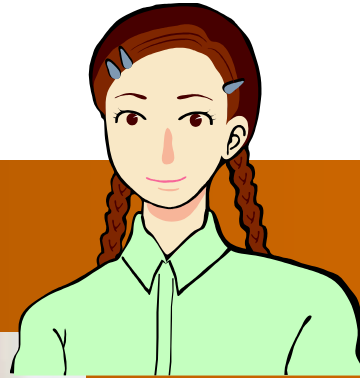


# “Managing” “identity”: problem or solution?





# Identity?

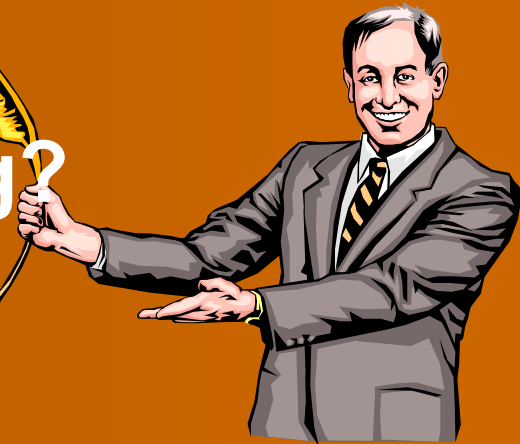


... a very personal concept



# “Managing” “identity”: Whose risks are you managing? What’s your concern?

- Identity fraud, identity theft, identity takeover?
- Border control?
- Traveller identification?
- The bottom line?



# This isn't lost on the individual ...

	Broad consents	More EOI	Logging & Monitoring	Inadequate Accountability
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Unexpected uses

Lack of Control

Burden of Risk



The Great Trust deficit:  
“You don't trust me, so  
why should I trust you?”



## The trust deficit – Impact

We avoid engagement

We defend – minimise or falsify our responses

We call for more law regardless of impact

Opportunities missed to develop close relationships

Solutions go on the scrap heap

New security vulnerabilities – more information collected than needed creates the ID fraud honey pot



# Culture & History also important

Why are many of the countries based on  
Anglo cultures so fussed about IDM?

Take Scandinavia

- Citizens appear more willing to trust government with their identity
- High levels of trust through history of openness – FOI & stronger accountability?



**“Use Cases for  
Identity Management  
in E-Government”**

**Robin McKenzie,  
Malcolm Crompton,  
Colin Wallis,  
*IEEE Security and  
Privacy*, vol. 6, no. 2,  
pp. 51-57, Mar/Apr, 2008**

**<http://doi.ieeecomputersociety.org/10.1109/MSP.2008.51>**

# “Layered Defence” essential

▶ Control ▶ Trust ▶ Risk ▶ Accountability

Education

Law

Technology

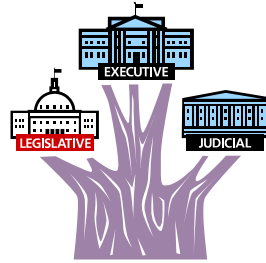
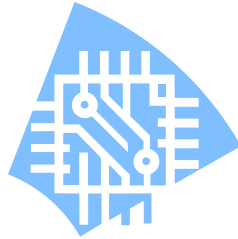
Governance

Safety Net

# ~~Privacy?~~



We can reduce the  
Trust Deficit



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## Layered Defence tools

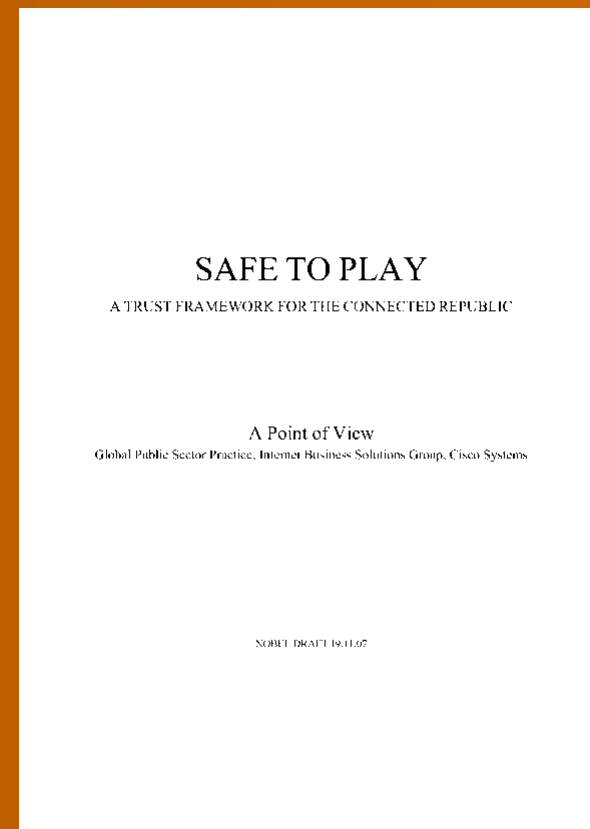
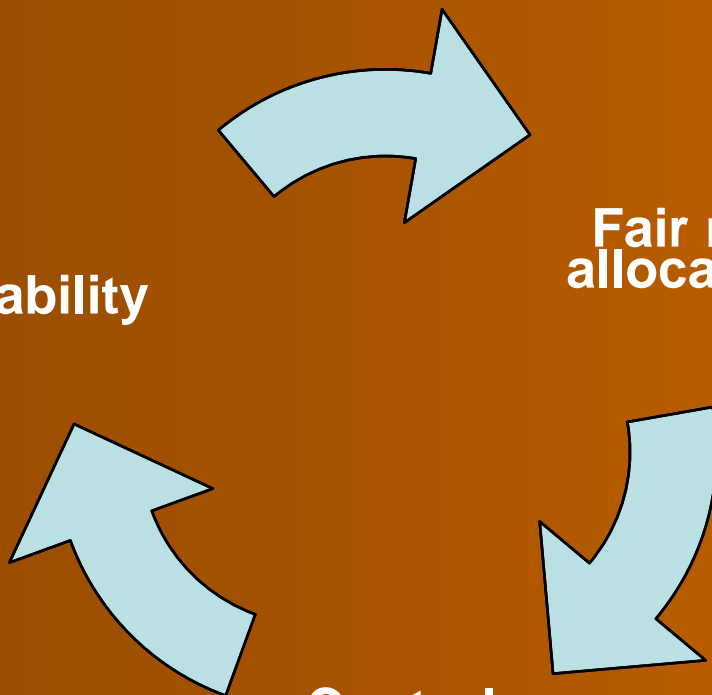
- **Education** on managing risks – citizen users and staff
- **Law** – maybe more, where risks particularly high (eg specific use and disclosure limitations, criminal penalties, special measures to ensure review before critical changes made); NOT just compliance;
- **Technology** – design limits information collected, what can be connected and who can see what;
- **Governance** – including transparency and accountability;
- **Safety mechanisms** for citizens when failure or mistakes occur.

# Three dynamically related elements the key

Accountability

Fair risk  
allocation

Control





# Identity management – the future

## User centric becoming mainstream

- Decentralisation in identity brokering – OpenID
- Identity selectors – Cardspace, Higgins
- Microsoft – Credentica purchase
- Cooperation and interoperability

## User centric good stories emerging

Austria

New Zealand State Services Commission

Australian Government Online Services Portal

- User control
- Pseudonymous identity provider



# Implications for global cooperation & research

- Is it 'privacy' or something else?
  - Redefining & measuring privacy?
- Current governance framework doesn't work
  - What is the new paradigm?
- How to beyond the legal & conceptual divide between civil law (the State owns your identity) & common law (you do)?
  - Use advances in User Centric eID from EU FP6 & 7 + other advanced thinking to deliver a widely credible eID 'on the ground'
    - Australia as a test bed for all Common Law...?
  - Move from there to a global 'inter-op'?
    - Not just about technology; links to first 2 points

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