

Trust (s)

TRUST in the INFORMATION SOCIETY

León, Spain 10th & 11th of February 2010

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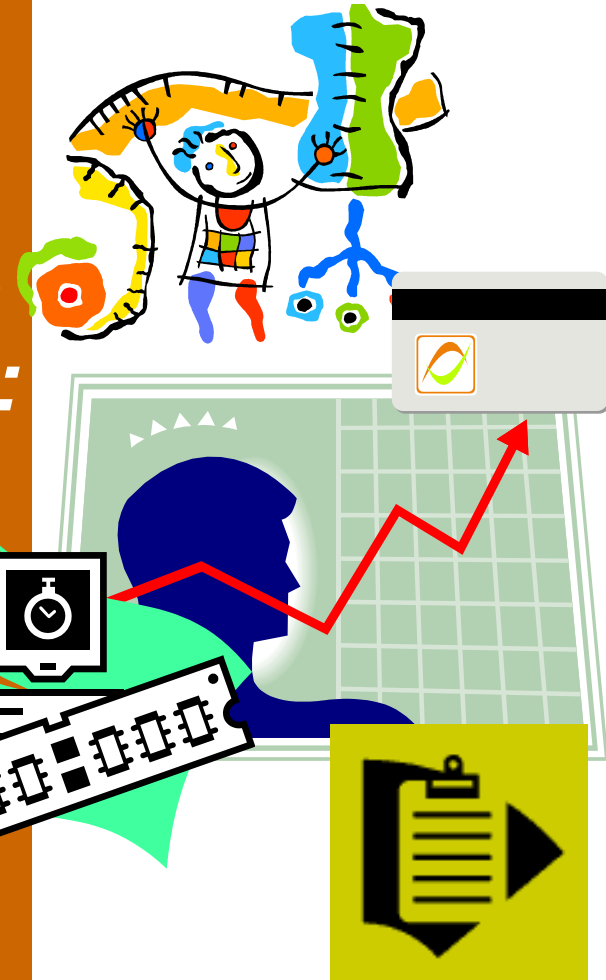
INFORMATION
INTEGRITY
SOLUTIONS

Malcolm Crompton

International Cooperation on Trust and Security Research: An Australian Perspective

Trust in the Information Society

*León, Spain
11 February 2010*



In the words of of speakers on Day 1

- “Security is not about perfection”
- “Security is about economics”
- Accountability > Liability ...
- Security & Privacy built in from the start
- Trustworthiness, not Trust
- Risk management
- Metrics, metrics, metrics ...



Two missing links ...

“Layered Defence”

Privacy ▶ Control ▶ Trust ▶ Risk ▶ Accountability

Business
as usual

Law

Technology

Governance

Safety Net



We can reduce the
Trust Deficit



Australian Government
Medicare Australia

Your Health



Authentication Page

- [Access Online Services](#)
- [Register for Online Services](#)
- [Reset Password](#)

Access to Online Services

This page provides you with the Conditions of Use and Access for Medicare Australia's Online Services. Online Services include Online Services Inbox and email, where you opt-in to these services.

If you choose to accept the Conditions of Use and Access by clicking on the **"I agree"** button, you will continue with your access to Medicare Australia's Online Services.

If you click the **"I don't agree"** button, you will be exited from Online Services and you will not be able to continue to access Online Services.

You may print the Conditions of Use and Access at any time by clicking on the **"Print"** button.

For your privacy and security reasons, you will be "timed out" if you do not click on a field, enter information or scroll up or down the page at least once every ten minutes.

Using Online Services is voluntary. You can access or provide information to Medicare Australia over the phone or in person at any time, even if you have accessed and used Online Services.

Online Services Conditions of Use and Access

The following Conditions of Use apply to your access and use of Online Services, including Online Services Inbox and email (where you opt-in to these services).

Your responsibilities

1. You agree to provide true and correct information to Medicare Australia and you declare that all

Online Services Conditions of Use and Access

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Your responsibilities

1. You agree to provide true and correct information to Medicare Australia and you declare that all information you provide to Medicare Australia through Online Services is true and correct. Using Online Services does not change any of your obligations to provide true and correct information to Medicare Australia.
2. You must not provide false and misleading information. Doing so may result in prosecution and civil or criminal penalties.
3. Providing false and misleading information through Online Services that results in an overpayment will be treated in the same way as providing incorrect information on a form or in person.
4. You agree to:
 - a. keep your Passwords and your Secret Questions and Answers confidential;
 - b. not permit any other person to use your Password; and
 - c. change your Passwords regularly and when prompted.
5. You agree that your access to Online Services depends on telecommunications and Internet service providers and other external factors, and that Medicare Australia does not guarantee the availability of Online Services during the specified operating hours.
6. You agree that you are responsible for any damage to your computer, systems or software caused by any virus, irrespective of the origin of the virus.
7. You accept the Conditions of Use every time you use Online Services, including acceptance of any changes to the Conditions of Use, in circumstances where it is reasonable to assume that you are aware of the changes.
8. You are responsible for accessing notices and information provided by Medicare Australia on the Online Services website.

Online Services Inbox and email

9. You agree to be bound by clauses 10 to 12, in addition to the other Online Services Conditions of Use and Access, when you opt-in to the Online Services Inbox and/or email (that is, by providing your agreement and/or consent to the use of the Online Services Inbox and/or email). Clauses 10

Medicare Australia Consumer Authentication - Windows Internet Explorer

https://www2.medicareaustralia.gov.au/pext/coir

Links aph aus.gov.au Dir.gov.au FedInfo IIS Mail Mooter PrivacyFinder

Medicare Australia Responsibilities

13. Medicare Australia is not liable for the accuracy of any information provided by you and where you do not provide information that is true and correct in all respects.
14. Medicare Australia is not responsible for any failure in relation to any payments and/or electronic communication with you where you do not provide correct bank account details and/or email address.
15. Medicare Australia will not send you emails with embedded URLs and will not include links to Medicare Australia's website or to other websites in any email to you.
16. Medicare Australia assumes that any transaction using your Online Services account details, which includes using your Medicare card number and Password, is undertaken by you.
17. Medicare Australia may cancel your access to Online Services if:
 - a. Medicare Australia believes that your access has been used to perform an unauthorised transaction, or
 - b. if you are no longer eligible to access Online Services.
18. Medicare Australia may make changes to Online Services at any time and with or without notice to you.
19. Medicare Australia may notify you of changes to Online Services through information and notices available to you when you access Online Services.
20. To the extent permitted by law, Medicare Australia is not liable to you for any claim, loss, liability or expense incurred by you in your access and use of Online Services.

General conditions

21. The Conditions of Use are governed by the laws of the Australian Capital Territory. Medicare Australia and you submit to the jurisdiction of the courts of the Australian Capital Territory.

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Internet | Protected Mode: On 100%

Risk Allocation

Governance

Where next?

- It is NOT just intellect
- “NIMBY”
- So, it is ALSO about engagement
- And never, ever forget the market
- International cooperation the key

Where next?

- An ‘API’ for privacy and security – P&S Ratings...
- Start with metrics – it isn’t as novel as you thought

Australian input?

- Examples
 - Privacy & Trust Partnership
www.openforum.com.au/Privacy_and_Trust
 - Long established approach to ID management based on risk management
 - 1980s – “100 Points”
 - 2006+ – AML/CTF Act 2006
- It’s time to start

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