Exploring NBN Security & Privacy Issues

Malcolm Crompton, Managing Director
Information Integrity Solutions Pty Ltd

24 May 2010

Privacy and the Pipe – really an issue?

- What will NBN deliver?
  - Richer applications to end users
  - The Cloud …

- Privacy: not an issue or a corner stone?
  - "For example, privacy concerns are an obstacle to the collection & use of online health records." ….

NBN services – richer applications?

- End users' evolving needs
- Wholesale services to meet end-user needs
- Video services over the NBN
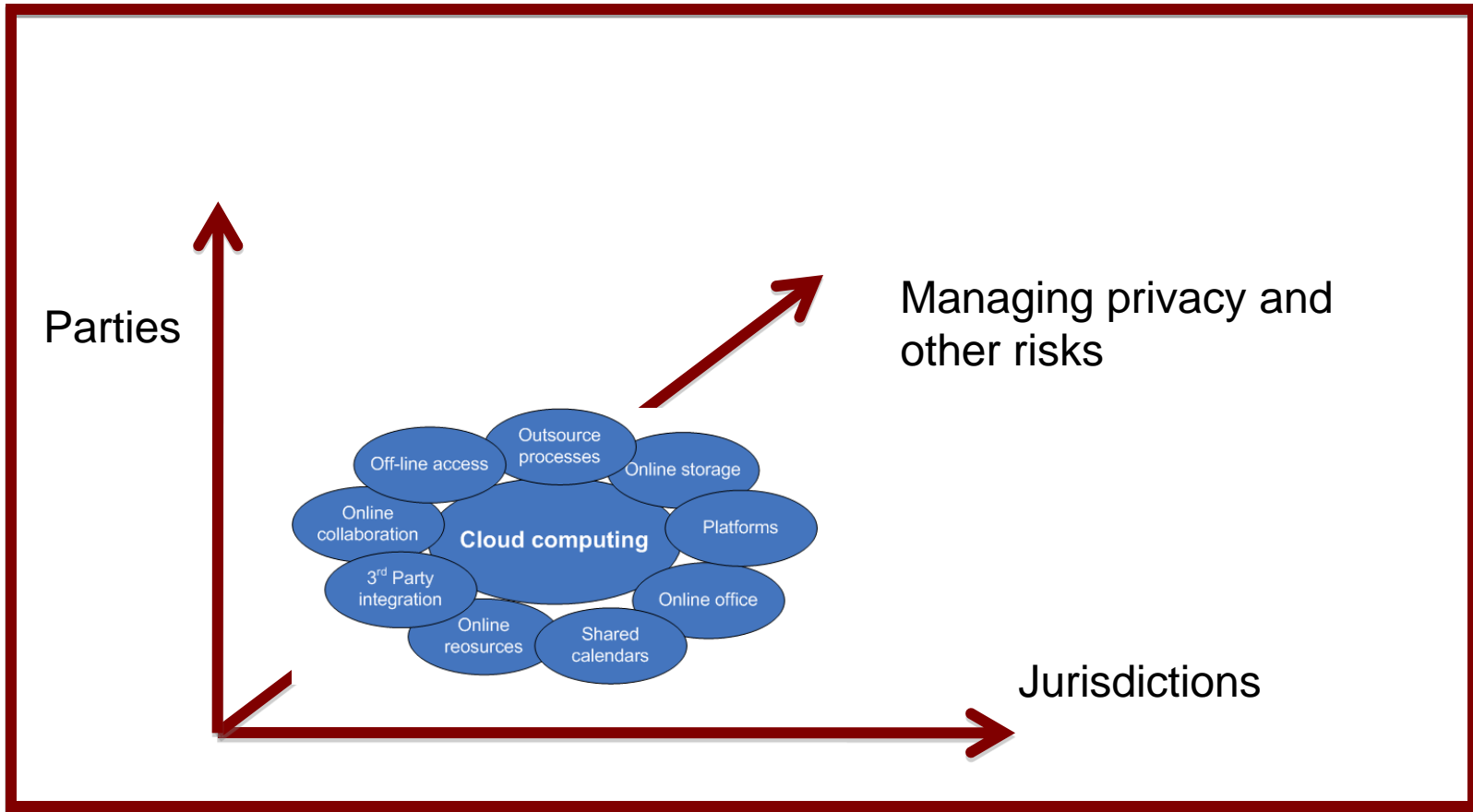- Enabling future e-government capabilities

Chapter 3, *National Broadband Network Implementation Study* , May 2010

www.dbcde.gov.au/broadband/national_broadband_network/national_broadband_network_implementation_study

Don't forget the Cloud

- Smart Infrastructure
- e-Health, e-Education, e-Everything else ..
- Services
  - Microsoft Azure
  - Sales Force
  - Amazon
  - Google
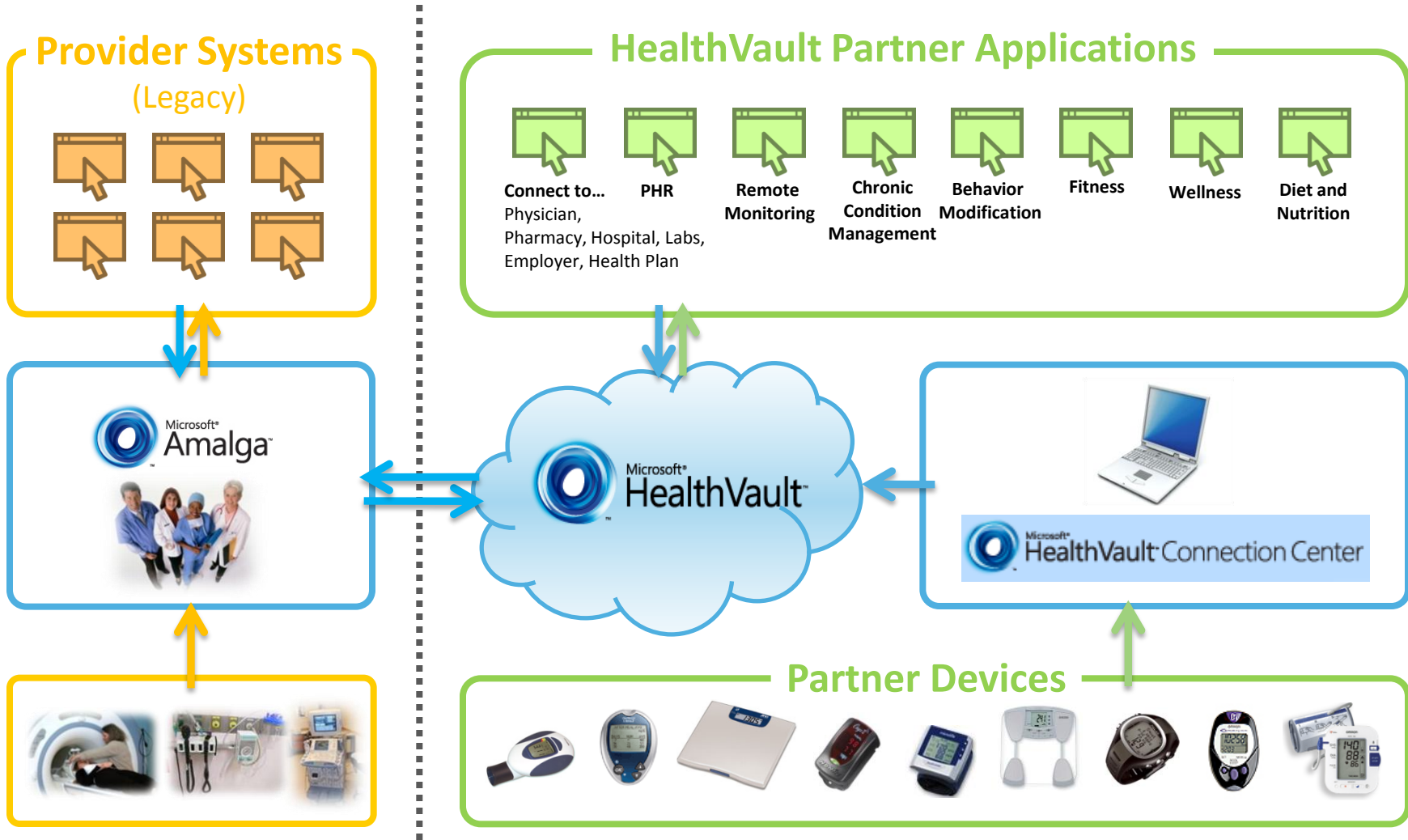 - Etc …

Cloud – a complex environment

Parties

Managing privacy and
other risks

Cloud computing

Outsource processes

Off-line access

Online storage

Online collaboration

Platforms

3rd Party integration

Online office

Online reosurces

Shared calendars

Jurisdictions

Exploring NBN Security & Privacy Issues

Malcolm Crompton – IIS Pty Ltd

Case Study 1 – HealthVault

- Australia struggles with EHR
  - 10 year process and counting
  - trust, security, control not yet satisfying consumers
  - EHR or HIX?
- Microsoft [HealthVault](#) one response
  - Fragmentation of health information
  - Multiple players, systems, standard
  - Individual health vault, enhanced privacy, individual controls access

Case Study 1 – HealthVault

Provider Systems
(Legacy)

HealthVault Partner Applications

Connect to…
Physician,
Pharmacy, Hospital, Labs,
Employer, Health Plan

PHR

Remote
Monitoring

Chronic
Condition
Management

Behavior
Modification

Fitness

Wellness

Diet and
Nutrition

Microsoft® Amalga™

Microsoft® HealthVault™

Microsoft® HealthVault™ Connection Center

Partner Devices

Microsoft® HealthVault

Case Study 2 – Smart Infrastructure

- HoR Standing Committee on Infrastructure, Transport, Regional Development & Local Government Inquiry into Smart Infrastructure
www.aph.gov.au/house/committee/itrdlg/smartinfrastructure/tor.htm

  - "During the course of its inquiry, the Committee should note any privacy, safety, health environmental and other issues relating to smart infrastructure...."

Case Study 2 – Smart Infrastructure

- "Smart infrastructure and privacy": speech by Privacy Commissioner to HoR Inquiry

  www.privacy.gov.au/materials/types/speeches?sortby=60

  - "Smart infrastructure clearly offers many benefits ... Done badly, smart infrastructure has the potential to impinge on individual privacy & risks undermining community confidence in smart systems as a whole."

- Unanswered question: who's it for?

"Privacy": what's it all about?

- Control
- "Creepiness factor"
- "What happens when it all goes wrong??"

IT'S ALL ABOUT TRUST

NBN – Impact on privacy

Richer services (video, 3DTV, gaming)

– US experience (eg behavioural targeting)

– privacy challenges don't need to wait for NBN

Enhanced services; Cloud

– Greater potential privacy impact

– Will Privacy be enabler or roadblock ?

Privacy Act – isn't this enough?

- Compliance – necessary but not sufficient to get take up
- Why?
  - Law doesn't always work well (notice, consent)
  - The Cloud:
    Trans border + Complex Supply Chains = Who is accountable for what?
  - "The Great Risk Shift"

Global insights available

- [Australian Govt. changes to Privacy Act](#) following [ALRC Report](#)

- [US Department of Commerce](#) & [US Federal Trade Commission (FTC)](#) asking, "is there a better way?"

- EU [Commmmissioner Reding](#) inauguration

- [Peter Hustinx (EDPS)](#): Opinion on "Promoting Trust in the Information Society by Fostering Data Protection & Privacy"

Way forward:

Malcolm Crompton

Managing Director

53 Balfour Street

Chippendale NSW 2008

Australia

+61 407 014 450

MCrompton@iispartners.com

www.iispartners.com

INFORMATION INTEGRITY SOLUTIONS