JV REP WORKSHOP

Cyber Security – What do we say?

JIG MTF Rome

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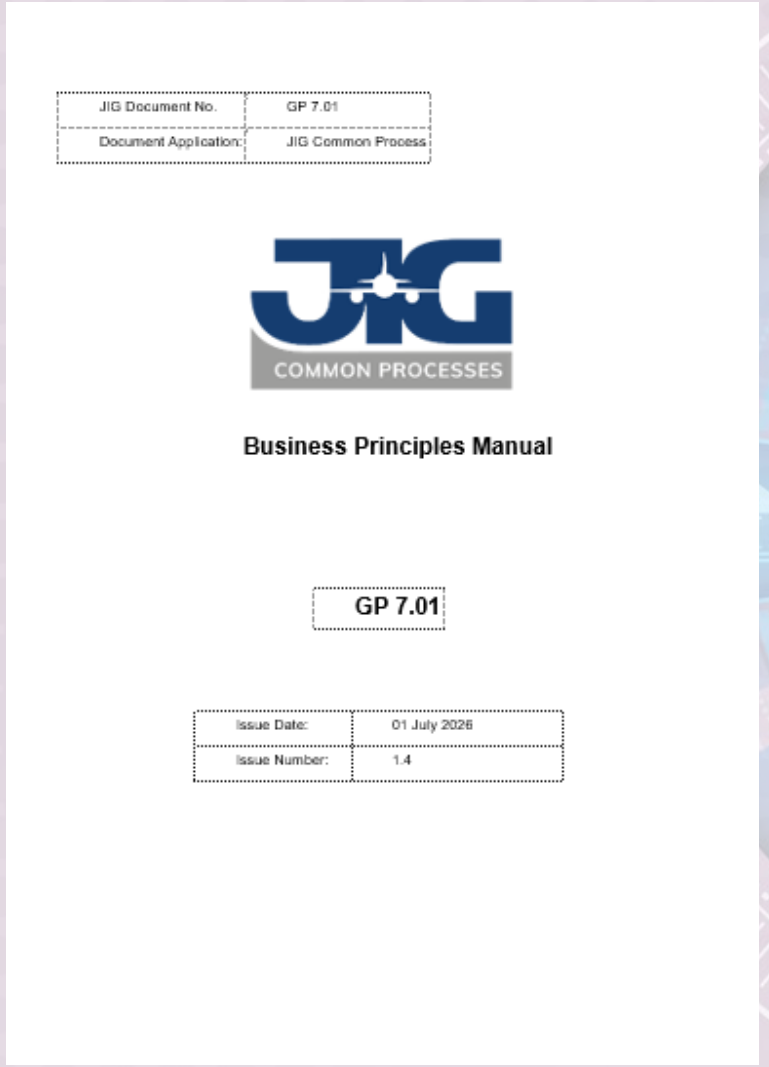
First a case study

- Hackers accessed the Manage My Health (MMH) online portal used by healthcare providers to share information with patients.
- The health records of nearly 100,000 people were stolen by the hackers, who demanded payment of a US$60,000 ransom.
- Hackers accessed the Manage My Health portal by using valid user credentials. They gained entry through the "front door" of the system.

The investigation highlighted key governance issues

- Outsourcing services does not outsource accountability. “Simply relying on vendor assurances about their security profile is problematic”. Robust due diligence is essential.
- Privacy and security expertise is key to good privacy governance and oversight. And good governance is critical to understanding and managing privacy and security risks.
- Privacy impact assessments are essential tools for understanding privacy risks.
- Appropriate contractual safeguards need to be in place when engaging third-party providers to handle data.

Information Security / Data Protection



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COMMON PROCESSES

Business Principles Manual

GP 7.01

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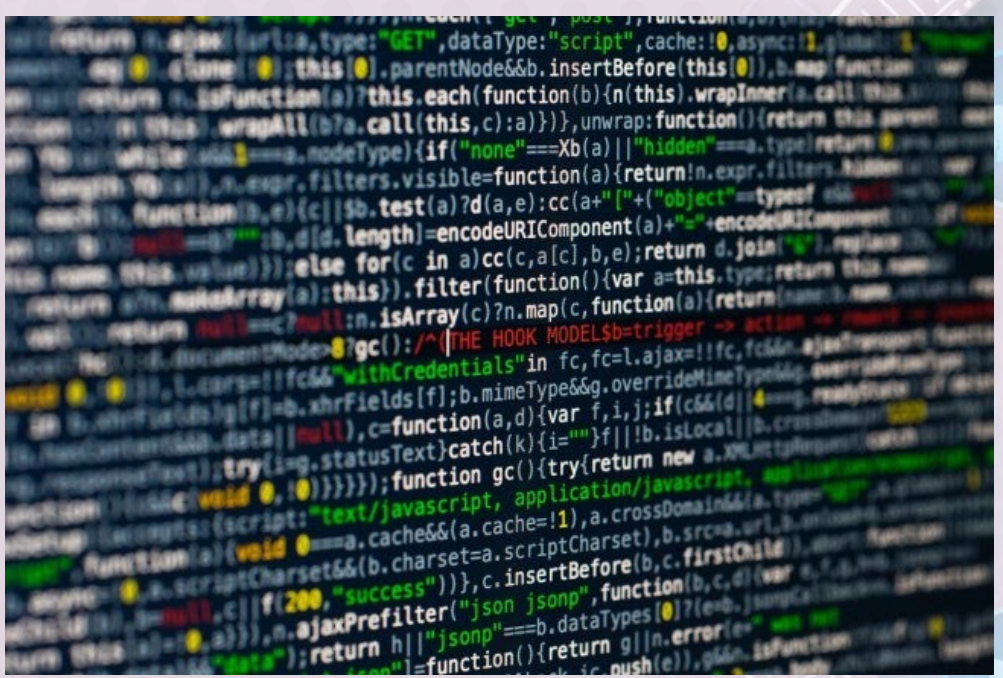
Our Business Principles:

- Protect Entity, participant, user & customer information
- Pre-plan responses in the event of a data breach or cyber-attack
- Protect digital systems

Protect Entity, participant, user & customer information



- Restrict access to Confidential information and IT systems to the minimum levels of access and privileges required to perform a function or role.
- Formulate and operate an internal governance framework for Digital Security of Digital Technology.
- Establish and maintain risk management processes to identify, assess and manage risks to Confidential Information and IT systems.
- Ensure that subcontractors protect participants, user and customer data and systems.
- Ensure vendors / suppliers comply with the Entity personal data protections requirements.

Pre-plan responses in the event of a data breach or cyber-attack

- Establish plans that detail how the Entity should respond, what the Entity's regulatory obligations are and who they should engage with in the event of a data breach.
- Establish a notification protocol in the event of an incident that notifies other participants and users that may be at risk.
- Agree the actions that a participant or user should provide.

Protect digital systems

- Ensure users of the Entity's or Entity Participants' digital assets know how to keep them secure.
- Comply with all the applicable Digital Security laws and regulations.
- Create and maintain a Cyber Security Function (can be an internal or external party).
- Implement procedures that structurally assess and measure Digital Security risk factors and implement measures to address and remediate those risks.
- Develop procedures and measures for Identity and inventory management and Protection of Digital Technology.

What do you have in place?

- Do you know what the worst case scenario is if you have a cyber security breach?
- Is cyber security on your risk register? Is this discussed at your JV Committee meeting?
- Have you performed a gap assessment against the BPM practices?
- Have you tested your cyber security plans recently?

Thank you!


Q&A