

EU2009.CZ

INFORMATION
INTEGRITY
SOLUTIONS

Malcolm Crompton

*Identity & privacy in the
future digital society:
Electronic ID in a Europe
without barriers*

High Level Conference on “eID and Public
Registers”, hosted by the Czech Presidency
of the European Commission

*Hradec Králové, Czech Republic
7 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 numbers exposed in a Web posting by California-based health insurance firm that the breach occurred in

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 breach notice requirements and consumer notification requirements that require early understanding.

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" for personal information of

The impostor in the ER

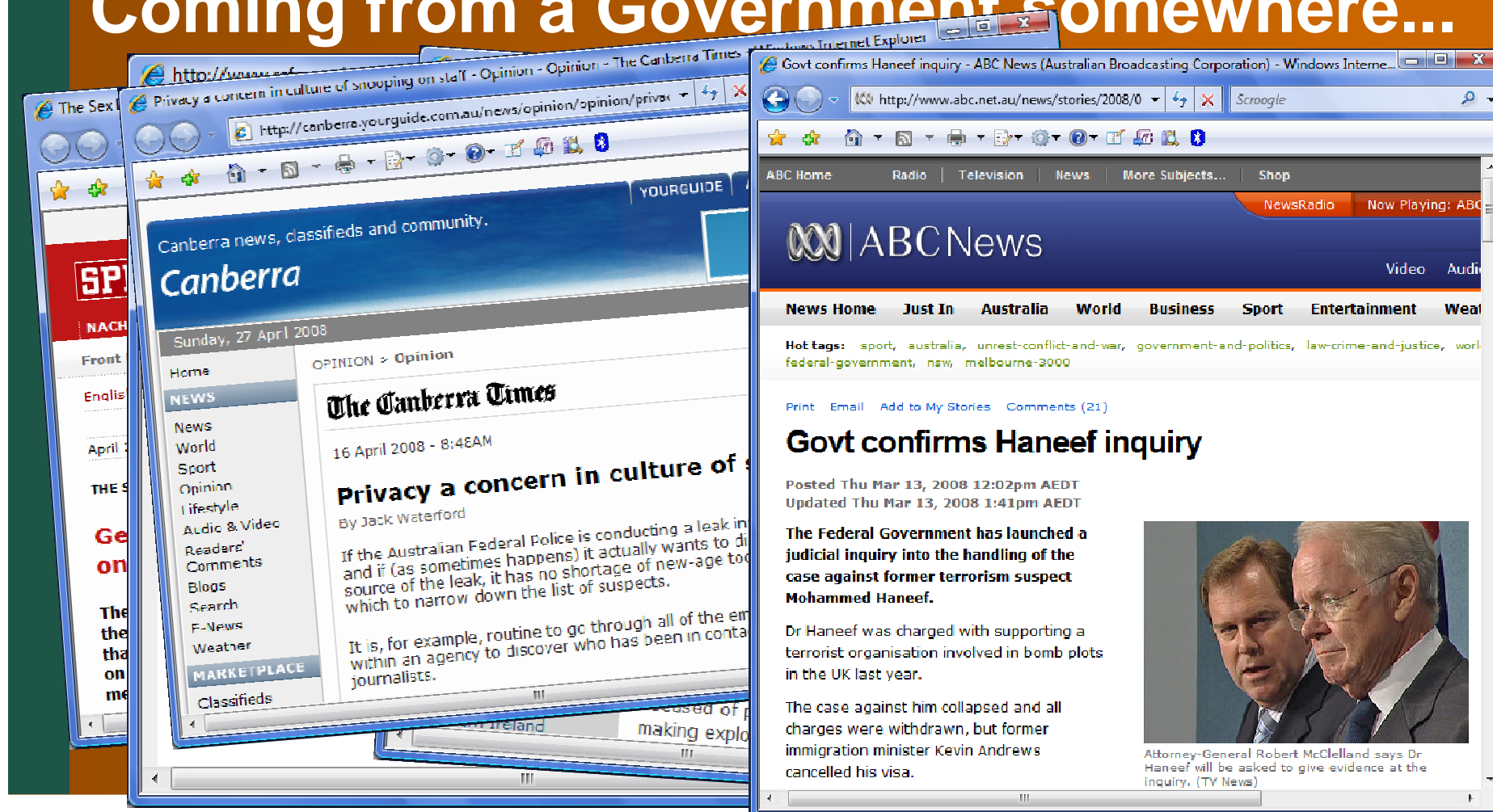
Medical identity theft can leave you with hazardous errors in health records

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.

Coming from a Government somewhere...

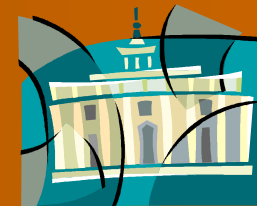


Policing, accountability & government...



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

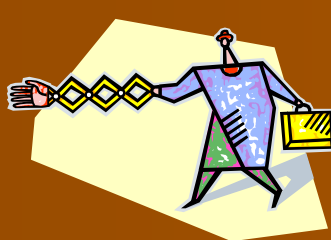
IDC Report on The Diverse & Exploding Digital Universe, Mar 2008

- “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



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.2008.5>

A new consensus: new governance.

“... technology will outpace in its capacity, the imagination of even the most clever law makers. ...

“Of course that is not a reason to do nothing. To do nothing is to make a decision.”

Justice Michael Kirby, High Court of Australia
IIA Dinner speech, 21 February 2008

http://iia.net.au/index.php?option=com_content&task=view&id=617&Itemid=32

“... the Commissioner believes that the time has now come to start a new debate. This recognises the pace of technological change ... [and] .. a growing feeling that the [EU] Directive is becoming increasingly out-dated ...”

Information Commissioner UK

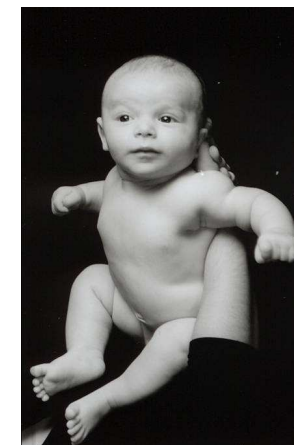
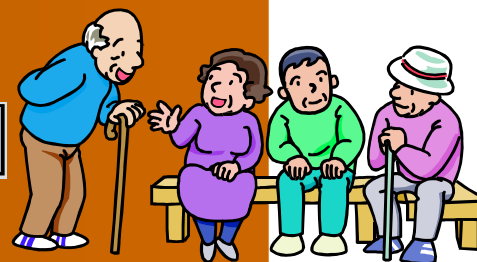
Invitation to Tender – Review of EU Data Protection Law, 14 April 2008

www.ico.gov.uk/upload/documents/pressreleases/2008/invitation_to_tender_1404081.pdf

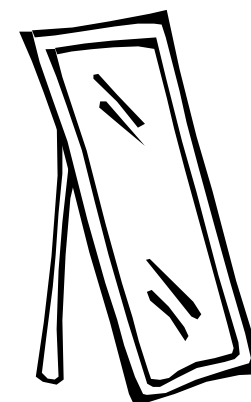
“Managing” “identity”: problem or solution?



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?




https://www2.medicareaustralia.gov.au/pext/coin/Login.do

Links aph aus.gov.au @ Dir.gov.au FedInfo IIS Mail Mooter PrivacyFinder Proteus Web Wombat

SEARCH | SITE MAP | FAQs | CONTACT US | PRIVACY & SECURITY | PROVIDERS | VENDORS | ABOUT MEDICARE AUSTRALIA

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

Internet | Protected Mode: On 100%

https://www2.medicareaustralia.gov.au/pext/coin/Login... Google

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

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 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

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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.

Last updated 9 August, 2007
Copyright © 2005-2007 Medicare Australia
[Medicare Australia](#) | [Legal Notices](#)

Internet | Protected Mode: On 100%

This isn't lost on the individual ...

	Broad consents	More EOI	Logging & Monitoring	Inadequate Accountability
Unexpected uses				
Lack of Control				
Burden of Risk			<p>The Great Trust deficit: “You don't trust me, so why should I trust you?”</p>	

The trust deficit – Impact

We avoid engagement

We defend – minimise or falsify our responses

We call for more law regardless of impact

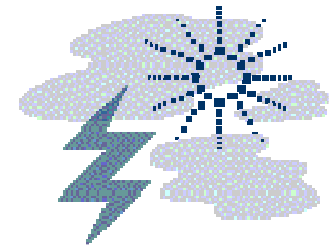
Opportunities missed to develop close relationships

Solutions go on the scrap heap

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



And now the cloud



“Layered Defence” essential

Privacy ▶ Control ▶ Trust ▶ Risk ▶ Accountability

Education

Law

Technology

Governance

Safety Net



We can reduce the
Trust Deficit

“Layered Defence” essential



Education

Law

Technology

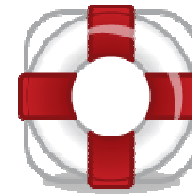
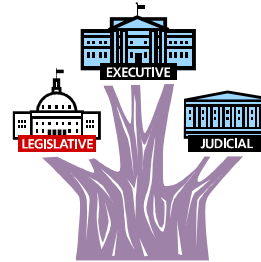
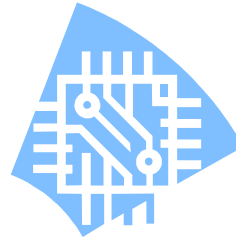
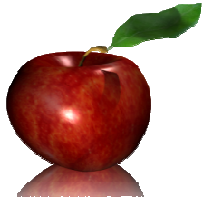
Governance

Safety Net

Privacy?



We can reduce the
Trust Deficit



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Layered Defence tools

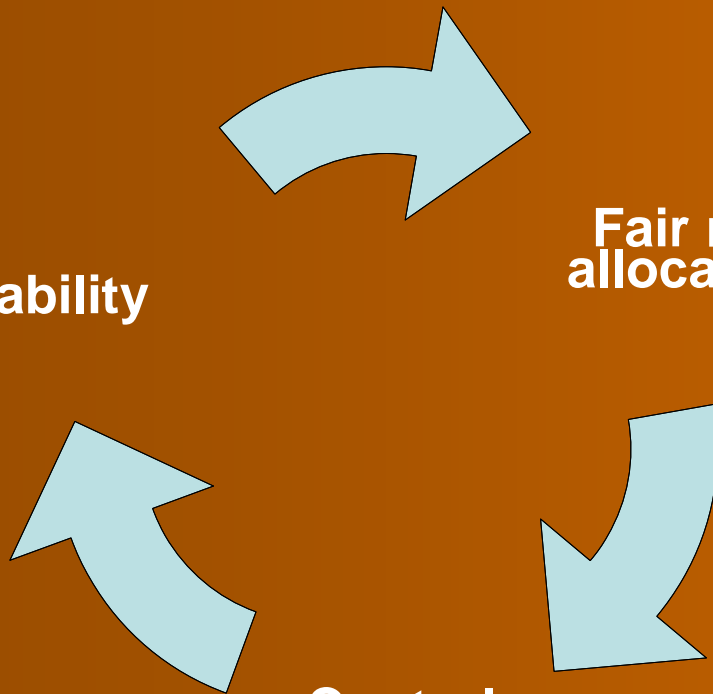
- **Education** on managing risks – citizen users and staff
- **Law** – maybe more, where risks particularly high (eg specific use and disclosure limitations, criminal penalties, special measures to ensure review before critical changes made); NOT just compliance;
- **Technology** – design limits information 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



Implications for identity management

- User centric + mutual trust
- It's no longer novel:
 - LSE “Identity Project”
 - “Laws of Identity” & “TrustGuide”
 - OPC Australia & IIS



etc

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

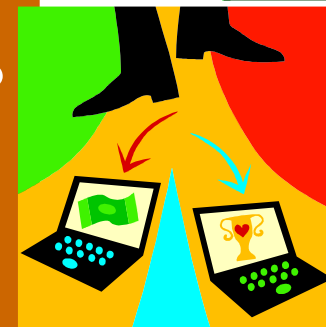
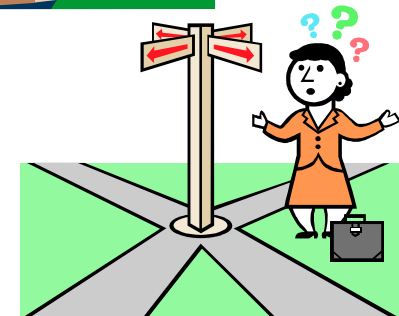
Australian Government Online Services Portal

- User control
- Pseudonymous identity provider



Questions for governments

- How will you gain citizen trust where choice not an option?
- What is your agenda for stronger identity management?
- Are you willing to be transparent about your agendas?
- If you cannot be fully transparent are you prepared to be highly accountable?
- Are you willing to take responsibility for fixing failures?



User Centric Identity Management:

It's not an oxymoron

It's inevitable

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