



Ministry
for Culture
& Heritage

MANATŪ TAONGA SITUATION REPORT

EVENT NAME: Tuia 250 Voyage Trainee Privacy Breach

Report Number: #1

From: Bernadette Cavanagh, Chief Executive, MCH

Date issued: 24/08/2019

Time issued: 4.30 pm

Event details

There has been a digital privacy breach involving personal information collected by Manatū Taonga Ministry for Culture and Heritage (MCH). The breach affects 302 applicants to MCH's Tuia 250 Voyage Trainee programme. On Thursday 22 August, MCH became aware that images of applicants' identification documents such as passports, birth certificates and driver licences were available online. Applicants had submitted these documents to the Tuia 250 website as part of the online application process. The website is specific to the Tuia 250 commemoration and was procured from a web developer.

Response structure

- A Cross-Government Response Team has been assembled
- MCH is the lead agency and is being supported by incident response specialists from MSD
- The team is operating according to National Security System procedures
- MCH has received advice from a range of government agencies including Government Chief Privacy Officer, Office of the Privacy Commissioner, State Services Commission, Department of Internal Affairs, MBIE, MFAT, NZTA, GCSB and NZ Police.

Response objectives

- Build a comprehensive understanding of the situation and the information that has been compromised
- Minimise harm to affected individuals
- Communicate openly and transparently with affected individuals and the public.

Information security

- All copies of personal information were removed from the Tuia 250 website on Thursday 22 August
- Some images are still appearing in online searches.
- We have been working with Google and other search engine companies to remove images from their caches
- MCH contracted Aura Information Security on Friday 23 August to analyse the server logs from the Tuia 250 website to assess what level of breach occurred
- Aura Information Security advised that content uploaded by users was widely accessible due to insufficient access controls on the Tuia 250 site
- Forensic testing indicates that 302 applicants' information had been accessed over the past four days, in some instances multiple times
- Given that the information has been available on the website since 2 June, the information could have been accessed many times prior to this.

Communications

With affected individuals

- MCH (with the assistance of MSD, DIA and MBIE) will be calling all affected individuals to explain the situation, apologise and offer remediation, such as replacing compromised identification documents.
- Calls will commence later today
- Calls will be followed up with an email to confirm the situation and the support we are able to offer
- MCH has established an 0800 number that affected individuals can call to discuss any concerns.

With media

- MCH plans to issue a media release tomorrow, once all calls have been completed
- We are prepared to issue an earlier media release should information be made public as calls are being made
- We will provide a draft media release with our next situation report
- There will be a media conference on Sunday 25 August
- The Chief Executive of MCH, Bernadette Cavanagh will be the media spokesperson

Next steps

- MCH will progress contacting affected individuals
- Situation reports will be issued by MCH twice daily during the afternoon and evening until further notice
- A further situation report will be provided this evening.

PROACTIVE RELEASE