

Ministry  
for Culture  
& Heritage

## MANATŪ TAONGA SITUATION REPORT

<b>EVENT NAME:</b> Tuia 250 Voyage Trainee Privacy Breach	<b>Report Number:</b> #12 (updated information in red)
<b>From:</b> 9(2)(a) Ministry for Culture and Heritage (on behalf of) Bernadette Cavanagh, Chief Executive, Ministry for Culture and Heritage	<b>Date issued:</b> 04/09/2019 <b>Time issued:</b> 5.00 pm
<b>Event details</b>	
<p>Tuia - Encounters 250 (Tuia 250) is the national commemoration being held in 2019, led by Manatū Taonga Ministry for Culture and Heritage (MCH), recognising the voyaging traditions and cultures of Te Moana-nui-a-Kiwa (the Pacific), the feats of European explorers, and the first encounters when James Cook, Tupaia and the crew of the <i>Endeavour</i> arrived in New Zealand in October 1769.</p> <p>As part of these commemorations, MCH sought registrations from people interested in joining the Tuia 250 Voyage Trainee programme to participate in various voyaging events to be held October – December 2019 on traditional waka and other vessels. Registration for this programme required personal details to be uploaded via a website, such as names, email addresses, passports and driver's licences, including images of these documents. This was collected for age confirmation and citizen or immigration status reasons. The website was specific to the Tuia 250 commemoration and was procured from a web developer.</p> <p>On Thursday 22 August 2019 MCH became aware there had been a digital privacy breach involving this personal information. The breach affects 302 applicants and images of applicants' identification documents were available online. Most of the documents were New Zealand documents but there were also 20 foreign passports. An added challenge is that 68 of the applicants are aged under 18, which means dealing with the young people and their parents. There has been one known incident of attempted fraud in relation to the breach. MCH is leading the coordinated response to this incident.</p>	
<b>Response structure</b>	
<ul style="list-style-type: none"> <li>• A Cross-Government Response Team has been assembled, operating in accordance with National Security System procedures</li> <li>• 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.</li> </ul>	
<b>Response objectives</b>	
<ul style="list-style-type: none"> <li>• Build a comprehensive understanding of the situation and the information that has been compromised</li> <li>• Minimise harm to affected individuals</li> <li>• Communicate openly and transparently with affected individuals and the public</li> </ul>	
<b>Information security</b>	
<ul style="list-style-type: none"> <li>• All copies of personal information were removed from the Tuia 250 website on Thursday 22 August, and the site was made unavailable to the public</li> <li>• MCH have asked search engine companies to remove images from their caches</li> </ul>	

- Content uploaded by users was widely accessible due to insufficient controls on the Tuia 250 site
- Forensic testing indicates that all 302 applicants' information had been accessed, in some instances multiple times
- MCH will agree protocols with partner agencies to ensure all sensitive information shared during the response is appropriately managed
- MCH has initiated testing of its other websites to be assured that there are no further vulnerabilities in our digital presence
- At present, the Tuia 250 website remains unavailable to the public. Some Tuia 250 information has been added to the MCH corporate website
- Each applicant that contacts MCH through web or phone is being asked for their consent to pass their information on to the New Zealand Police so that they can be flagged in the Police system should their details be used illegally in future.

#### **MCH Business Processes**

- MCH will be undertaking a full review of the Tuia 250 risks and identifying improvements. Cyber security risks will remain a primary consideration for the Tuia 250 programme
- Given the reduction in number of inbound calls, the Support Team have reduced to normal business hours which are 8.15am-5.00pm Monday to Friday.
- The MCH Risk Register now incorporates the Tuia response, and mitigations are being monitored.
- 46 breach related Parliamentary Questions are currently being answered by MCH.

#### **Communications**

##### **With affected individuals**

- MCH (with the assistance of MSD, DIA and MBIE) has contacted all 302 affected applicants to explain the situation, apologise and offer remediation, such as replacing compromised identification documents.
- MCH is currently carrying out a secondary audit of all affected documentation.
- Of the 302 affected applicants, MCH have transferred 214 cases to other agencies to process. There are 86 active cases MCH is still working with, and 2 cases need no further documents to be issued. However, some have not yet meaningfully engaged with MCH, so we are looking at a process for resolving these. The first step has been to send a follow-up email, which has received a good response. [Note 38 applicants, not included in the 302, were unaffected, but were contacted for their information].
- Of the active cases, nine are more concerning due to the nature of the information uploaded to the website (their full application form). All have now been contacted.
- MCH has established an 0800 number that affected individuals can call to discuss any concerns and a dedicated page on its corporate website to keep people informed
- DIA has established a special operations team to oversee all passport enquiries and renewals for affected New Zealanders. DIA agreed an approach with NZTA to align processes for renewing driver licences with the passport renewal process. MCH will be meeting the costs of replacement documents; a small number of expense claims incurred by applicants have been processed.
- The majority of affected individuals have indicated a general understanding of the situation, and they are cooperating with the Government's process for replacement of identity documentation. A small number are concerned and have expressed their desire to have their replacement documents issued soon to protect their privacy. MCH is not aware of any travel being affected; DIA have been very efficient in their response with regard to passports

- A next wave of concern from applicants is expected if applicants have not heard from agencies, or when they hear from agencies for the first time.
- All agencies have provided process information to MCH, to assist in answering queries from applicants
- There may be some challenges for some applicants on foreign passports to get replacements, and we are liaising with MFAT on this issue (see below).

#### **With media**

- The Chief Executive of MCH, Bernadette Cavanagh, fronted a media conference at 11.00am Sunday 25 August, supported by Paul James, Chief Executive of DIA and Government Chief Digital Officer
- Bernadette was interviewed the morning of Monday 26 August for RNZ Morning Report and TV1 Breakfast
- MCH is monitoring and responding to social media posts
- MCH has received four OIAs in total.

#### **With stakeholders**

- MCH briefed the Tuia 250 National Coordinating Committee on the morning of Monday 26 August and will keep the Committee informed
- MFAT has sent diplomatic correspondence to the eight foreign missions of the affected foreign nationals. MFAT is supporting MCH to work with a number of foreign missions on passport replacement.

#### **Independent review**

- A comprehensive independent review has been announced today. Full details of the review are on the MCH website <https://mch.govt.nz/>

#### **Next steps**

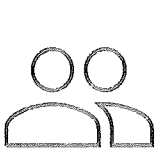
- Ongoing incident management team
- Support team are communicating and responding to applicants to minimise harm and are monitoring the reissuing of new identity documents
- A further situation report will be provided by 5pm Thursday 5 September 2019.

# TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Tuesday 3.09.19  
4:30pm

Manatū  
Taonga  
Ministry  
for Culture  
& Heritage

## PEOPLE AFFECTED



# 302

PEOPLE impacted

**Aged under 18**

68

**Aged over 18**

234



# 360

DOCUMENTS have been  
compromised

Previously reported as 373. Applicant  
support activity has confirmed 360

# 1

KNOWN INCIDENT  
of identity theft

# 1

FORMAL  
COMPLAINT

## RESOURCES

# 25%

OF MCH staff directly  
supporting or partially  
working on the response

# 8

MCH STAFF working in  
the dedicated **Applicant  
Support Team**

# 16

GOVERNMENT  
AGENCIES  
supporting the  
response

## RESPONSE

# 302

PEOPLE contacted

Phone contact has been attempted  
and personalised emails have been  
sent to all applicants

Documents that  
applicants have the  
option to replace  
include:



**NZ Driver Licences**

57



**NZ Passports**

209



**International Passports**

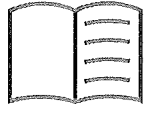
20



**198**

**CASES** being

progressed by the relevant agencies (NZTA, Police or DIA)



**102**

**CASES**

being worked on by MCH



**2**

**CASES** closed

No new documents required

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**KEY CONTACTS:**



**0800 624 669**

Call Centre operating hours currently: 8:15am – 5pm



**support@mch.govt.nz**

Email inbox monitored: 8:15am – 5pm

PROACTIVE RELEASE