



Ministry  
for Culture  
& Heritage

## MANATŪ TAONGA SITUATION REPORT

**EVENT NAME:** Tuia 250 Voyage Trainee Privacy Breach

**Report Number:** #16 (updated information in red)

**From:** 9(2)(a) Ministry for Culture and Heritage (on behalf of) Bernadette Cavanagh, Chief Executive, Ministry for Culture and Heritage

**Date issued:** 13/09/2019

**Time issued:** 3.30 pm

### Event details

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 *Endeavour* arrived in New Zealand in October 1769.

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.

On Thursday 22 August 2019 MCH became aware there had been a digital privacy breach involving this personal information. The breach affects 309 primary people (as at 5 September) 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 71 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.

### Response structure

- A Cross-Government Response Team was assembled, operating in accordance with National Security System procedures
- MCH 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, and the site was made unavailable to the public
- MCH have asked search engine companies to remove images from their caches

- Content uploaded by users was widely accessible due to insufficient controls on the Tuia 250 site
- Forensic testing indicates that applicants' information had been accessed, in some instances multiple times
- MCH agreed protocols with partner agencies to ensure all sensitive information shared during the response is appropriately managed
- A member of the All of Government web services panel was engaged by MCH to perform an independent external network security review and web application assessment of all MCH websites. The review found that overall the Ministry's websites were well maintained and recommended some improvements to enhance our levels of security, which the Ministry has taken action on.
- At present, the Tuia 250 website remains unavailable to the public. Some Tuia 250 information has been added to the MCH corporate website. A decision has been made to create a Tuia 250 sub-site on the MCH corporate site, which will be progressed next week.
- 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**

- From Monday 9 Sept 2019 the Ministry shifted from incident response to recovery, with a dedicated 9(2)(a) in place for the next six weeks 9(2)(a). The case management team is resourced by one team leader and three dedicated case managers (including two experienced case managers from the Department of Internal Affairs).
- Given the reduction in number of inbound calls, the case management team have reduced its hours to 8.30am-4.30pm Monday to Friday.
- The MCH Risk Register now incorporates the Tuia response, and mitigations are being monitored.
- There have been 85 breach-related written parliamentary questions, and two oral parliamentary questions with specific reference to the breach. Six OIAs have been received.

#### **Case Management with Affected people**

- The Privacy Breach recovery team have now completed its secondary audit, following the initial response to the privacy breach. This audit has involved sighting every document that had been uploaded by the applicants and double-checking that all relevant information had been recorded accurately.
- As advised last week, the number of 'primary affected' people changed from 302 to 309 people through this process. The additional seven people have been contacted.
- The audit also identified 94 'secondary affected' people who have had some personal information made accessible through the privacy breach, via the documents submitted to the Tuia250 website by applicants. The majority of this number are parents of an applicant, noted on the birth certificate the applicants submitted with their application. The case management team are making contact with applicants to ask them to inform their parents of this and ask the parents to contact the case management team if they have any concerns. The option of police monitoring will be offered to parents.
- Of the 309 primary affected people, there are 24 people who have not yet responded to MCH emails and phone calls, and around 25 cases still being actively managed by MCH. Further contact will continue to be made next week by the case management team.

- Around 20 complaints have been received, which will be managed by the MCH legal team.
- As advised, DIA has established a special operations team to oversee all passport enquiries and renewals for affected New Zealanders.
- As at today, DIA had issued 80 new passports. Six people have opted not to replace their passport and 79 are in progress. NZTA have processed 44 driver's licences.
- There are some challenges for applicants on foreign passports, as they need to contact their local embassy, high commission or consulate to arrange a replacement passport. MCH's case management team is working closely with MFAT and Immigration NZ to assist these people as much as possible.

#### **Independent review**

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

#### **Next steps**

- MCH's dedicated case managers are continuing to lead the day-to-day interaction, engagement and follow-up with people affected by the breach.
- This will be the final SITREP, given that the Ministry has moved from incident response to recovery.

PROACTIVE RELEASE