



Ministry  
for Culture  
& Heritage

## MANATŪ TAONGA SITUATION REPORT

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

**Report Number:** #2 (updated information in red)

**From:** Bernadette Cavanagh, Chief Executive, MCH

**Date issued:** 24/08/2019

**Time issued:** 8.00 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.

- The Chief Executive of MCH will send an email to all public service Chief Executives on Sunday morning advising them of this incident. Paul James, Chief Executive of DIA, will also email Chief Executives reminding them of Government Chief Digital Officer guidance on security and privacy policy good practice, and encouraging any who have concerns to urgently seek independent assurance over security and privacy controls in their agency.

#### Communications

##### With affected individuals

- MCH (with the assistance of MSD, DIA and MBIE) has been calling all affected individuals to explain the situation, apologise and offer remediation, such as replacing compromised identification documents.
- Calls commenced at 5.30pm today. At 8.00 pm, 230 of the necessary 302 calls had been completed, and 190 people had been reached. The calls will continue until approximately 9.00 pm. Those that cannot be reached will be sent an email by the end of the evening
- MCH has established an 0800 number that affected individuals can call to discuss any concerns
- MCH will also be providing a dedicated page on its corporate website to keep people informed.

##### With media

- MCH will issue a media advisory at 7.00 am tomorrow morning inviting media to a press conference at 11.00 am. A copy of this is **attached**.
- A media statement will be issued at the press conference. A draft of this is also **attached**, and will be finalised in the morning once the outcome of this evening's calls is known
- The Chief Executive of MCH, Bernadette Cavanagh, will be the media spokesperson. A copy of the script she will use to open the conference is **attached**.
- Bernadette will be supported at the media conference by Paul James, Chief Executive of DIA and Government Chief Digital Officer, who will answer any questions related to government digital systems.

#### Next steps

- Media conference at 11.00 am Sunday 25 August
- Planning will begin for a comprehensive independent review, to be initiated by the Chief Executive of MCH
- A further situation report will be provided mid afternoon Sunday.