

Ministry
for Culture
& Heritage

MANATŪ TAONGA SITUATION REPORT

EVENT NAME: Tuia 250 Voyage Trainee Privacy Breach

Report Number: #6 (updated information in red)

From: Bernadette Cavanagh, Chief Executive, MCH

Date issued: 27/08/2019

Time issued: 5.00 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
- Ensure the Ministry can deliver Tuia 250 securely and confidently.

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
- We have asked Google and other 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 all 302 applicants' information had been accessed, in some instances multiple times
- Paul James, Chief Executive of DIA, has emailed Chief Executives reminding them of Government Chief Digital Officer guidance on security and privacy policy good practice, and asking them to provide assurance that they have adequate security and privacy controls in place for any public facing websites
- 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. It has been decided that, in the interim, some Tuia 250 information will be added to the MCH corporate site
- Each applicant that contacts us 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

- We have created a dashboard to ensure that there is accurate and timely information on the response. This will be included with each Situation Report from now on
- 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.

Communications

With affected individuals

- MCH (with the assistance of MSD, DIA and MBIE) has called all affected individuals to explain the situation, apologise and offer remediation, such as replacing compromised identification documents
- All 302 people have now been contacted. Most have been spoken to and the balance have received an email. We have responded to all calls and email queries received from applicants, and have actions underway to resolve individual cases
- MCH has established an 0800 number that affected individuals can call to discuss any concerns
- DIA is establishing a special operations team to oversee all passport enquiries and renewals for affected New Zealanders. DIA has 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
- MCH has a dedicated page on its corporate website to keep people informed
- Affected individuals have indicated a general understanding of the situation, and they are cooperating with the Government's process for replacement of identity documentation.

With media

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

With stakeholders

- MCH briefed the Tuia 250 National Coordinating Committee on the morning of Monday 26th August and will keep the Committee informed
- MFAT has sent diplomatic correspondence to the eight Foreign missions of the affected foreign nationals. It has had no calls from any of the eight foreign missions.

Independent review

- Terms of Reference are being developed for a comprehensive independent review, to be commissioned by the Chief Executive of MCH, of the Ministry's decisions and processes relating to:
 - procurement and management of the website used to receive applications for the Tuia 250 trainee crew programme, and
 - the circumstances that led to the breach of applicants' personal information
- The scope of the review is likely to cover:
 - the governance and management of the Tuia 250 Voyage Trainee programme
 - the website procurement process and contract management
 - the security of the website itself
 - how decisions and processes differed from Government Chief Digital Officer guidance on security and privacy policy good practice.

Next steps

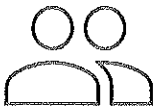
- Finalise Terms of Reference for the independent review, and appoint a reviewer
- A further situation report will be provided during the afternoon of Thursday 28th August

PROACTIVE RELEASE

TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Tuesday 27.08.19

PEOPLE AFFECTED



302

PEOPLE impacted

Aged under 18
68

Aged over 18
234



336

DOCUMENTS have been
compromised

Previously reported as 373. Applicant
support activity has confirmed 336

1

KNOWN INCIDENT
of identity theft

1

**FORMAL
COMPLAINT**

RESOURCES

16%

OF MCH staff directly
supporting the response

8

MCH STAFF working in the
dedicated **Application
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:



Driver Licences
55



NZ Passports
209



International Passports
20

TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Tuesday 27.08.19

Manatū
Taonga
Ministry
for Culture
& Heritage

RESPONSE



64

ACTIVE cases

being prepared for handover
to external agencies



57

APPLICANTS

consent for their details
to be shared with the
relevant agency (NZTA,
Police or DIA)



0

CASES closed

KEY CONTACTS:



0800 624 669



support@mch.govt.nz

Call Centre operating hours currently: 6.30am – 8pm

Email inbox monitored: 6.30am – 8pm

PROACTIVE RELEASE