

Ministry  
for Culture  
& Heritage

## MANATŪ TAONGA SITUATION REPORT

<b>EVENT NAME:</b> Tuia 250 Voyage Trainee Privacy Breach	<b>Report Number:</b> #8 (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> 29/08/2019 <b>Time issued:</b> 5.00 pm
<b>Event details</b>	
<p>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 2019, 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.</p>	
<b>Response structure</b>	
<ul style="list-style-type: none"><li>• A Cross-Government Response Team has been assembled</li><li>• MCH is the lead agency and has been supported by incident response specialists from MSD. This concluded on 28 August 2019. Today additional support has been provided by Maritime New Zealand for a short period</li><li>• The team is operating according to 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><li>• Ensure the Ministry can deliver Tuia 250 securely and confidently.</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 Google and other search engine companies to remove images from their caches</li><li>• Content uploaded by users was widely accessible due to insufficient controls on the Tuia 250 site</li><li>• Forensic testing indicates that all 302 applicants' information had been accessed, in some instances multiple times</li><li>• 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</li></ul>	

- 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 website
- 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
- On Wednesday 28 August 2019 it was identified that 6 of the 302 affected applicants had additional personal information compromised than originally known. The Support Team has yet to conclude successful contact with these affected applicants.

#### **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
- 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. No decision has been made about the weekend
- 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 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 has established 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
- As at 4.15pm today MCH have transferred 154 cases to other agencies to progress
- As at 4.15pm today MCH have handled a total of 20 inbound and outbound calls since Tuesday 27 August

##### **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 no new media enquiries today

**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. 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 by 5pm Friday 30 August 2019.

PROACTIVE RELEASE

# TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Thursday 29.08.19,  
4:15pm

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

## GEOGRAPHICAL SPREAD OF PEOPLE AFFECTED

# 38%

OF PEOPLE IMPACTED are  
from Auckland, Waikato and  
Bay of Plenty

# 10%

are from Tasman,  
Nelson and  
Marlborough

# 15%

are from West Coast,  
Canterbury, Otago  
and Southland

# 11%

are from Northland

# 10%

are from Gisborne,  
Hawke's Bay and  
Taranaki

# 16%

are from Manawatū-  
Whanganui and  
Wellington

# TUIA 250 PRIVACY BREACH NUMBERS AT A GLANCE

As at Thursday 29.08.19,  
4:15pm

Manatū  
Taonga  
Ministry  
for Culture  
& Heritage

## RESOURCES

# 16%

OF MCH staff directly  
supporting 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:



**Driver Licences**

57



**NZ Passports**

209



**International Passports**

19



# 9

ACTIVE cases

being prepared for handover  
to external agencies



# 154

CASES

now transferred to  
relevant agencies (NZTA,  
Police or DIA) for action




# 0

CASES closed

KEY CONTACTS:  0800 624 669

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

 [support@mch.govt.nz](mailto:support@mch.govt.nz)

Email inbox monitored: 8:15am – 5pm