

## **Data Privacy Protection Assists in Regulatory Compliance**

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As an organization, do you know where company employees collect and store personally identifiable information (PII)? PII is primarily defined as pieces of information that can be used to distinguish or trace an individual's identity. These include a person's first name or initial of first name along with last name used in conjunction with a Social Security Number (SSN), credit or debit card account number, passwords, userids, medical records, health insurance information, bank account number and personal identification number (PIN). Identifying where PII is located can be a very daunting task for organizations as the proliferation of portable media devices continues to increase. Knowledge of where PII is on your network, computer hard drives, and portable media devices is critical in order to be in regulatory compliance and to be aware of when a security breach may have taken place.

### **The Risks of Identity Theft**

The Federal Trade Commission (FTC) describes the risk of identity theft as the loss of one's good credit when someone else uses your identity through the use of their PII to procure credit cards typically for cash advances as well as to make purchases of jewelry, electronics, or other items that can easily be converted into cash. Once the bill comes, either one payment is made or no payments are made by these identity thieves. The result is that the person whose identity has been stolen begins to have their credit rating deteriorate and cause a great headache with regard to procuring credit in the future.

There are a number of risks associated with unprotected PII. One of the identity theft risks involves how an organization collects, uses, disseminates, and disposes of PII. Many news reports have claimed the exposure of numerous SSNs, credit card and debit card numbers, or medical information due to lost laptops, USB drives, or other portable media devices containing unencrypted PII. The use of e-mail to transmit PII without the use of encryption also provides an avenue for identity theft if this message is intercepted or sent to the incorrect e-mail address. Hacking into an unprotected computer is another avenue for identity thieves to procure access to your PII. Additionally, the physical thefts of credit card applications delivered through the mail or found in garbage have been used by persons attempting to capture or steal someone's identity. Improperly disposing of credit card applications, documents containing one's SSN, medical records or pharmacy receipts in the garbage without first cross-strip shredding them have also lead to identity theft.

### **The Regulations Pertaining to Data Privacy & Protection**

There are laws in the United States as well as international laws that attempt to place the onus of protecting PII on the organization in possession of this information. PCI

DSS (PCI Data Security Standards) outlines security measures that must be implemented in regard to credit card information. HIPAA (Health Insurance Portability and Accountability Act) of 1996 imposes restrictions on healthcare providers to ensure that patient medical records remain confidential, private, and secure through the use of administrative, physical, and technical safeguards. GLBA – (Gramm-Leach-Bliley Act) of 1999 Title V focuses specifically on privacy and the protections of financial customer data. Any non-public information in the possession of a financial institution must be protected from a security breach. NCUA (National Credit Union Administration) Reg 748 - Appendix B to 12 CRF Part 748 - Guidance on Response Programs for Unauthorized Access to Member Information and Member Notice, (November 2005) requires credit unions to protect sensitive member information and to properly dispose of it. FACTA (Fair and Accurate Credit Transaction Act) Disposal Rule created by the FTC, NCUA, federal banking regulatory agencies have required appropriate disposal of credit reporting information or information derived from credit reports. The FACTA disposal rule (<http://www.ftc.gov/opa/2005/06/disposal.shtml>) requires that PII be burned, pulverized, or shredded. This rule also includes the proper destruction of electronic media containing sensitive data to ensure that the information contained therein cannot be read, reconstructed, or used. One of the most recent laws dealing with preparation of red flags to warn of identity theft was promulgated by the Federal Trade Commission in cooperation with many other United States regulatory agencies.

### Red Flag Rules

As a result of the propagating identity theft market, wherein the stakes have been raised by organized crime entering the playing field, the FDIC drafted a supervisory policy on identity theft that was issued on April 11, 2007. On October 31, 2007, the FTC, FFIEC, FDIC, and NCUA sent the *Identity Theft Red Flags and Address Discrepancies under the Fair and Accurate Credit Transactions Act of 2003* to the *Federal Register* for publication of the final rule. These red flag rules had a mandatory compliance date of **November 1, 2008** by all financial institutions. However, many non-banking creditors, such as car dealerships, finance companies, mortgage brokers, utility companies, and telecommunications companies, as well as non-profit and government entities who defer payment for goods or services, did not realize they too needed to comply with the Red Flag Rules. As a consequence, these non-banking creditors and state-chartered credit unions were given an extension to **May 1, 2009** to create and put into practice their written identity theft programs. However, this extension does not relieve them of any liability they may incur during this time period.

The Red Flag Rules require financial institutions to implement a written identity theft prevention program and take specific steps to prevent identity theft. The financial institutions and creditors with covered accounts must track events to develop patterns of identity theft as an early warning system to proactively notify their customers and the appropriate authorities. Examples of specific events that should be monitored as possible indicators of identity theft are suspicious or unusual

account activity that is inconsistent with previous account activity, consumer fraud alerts received from a consumer reporting agency, suspicious identification documents that appear to be altered or forged, and suspicious access to PII.

### Data Privacy Laws

The United States has a blended self-regulation approach to data privacy through the use of sectoral laws encompassing finance, healthcare, protection of children, and the protection of consumers' PII. The European Union on the other hand has data privacy laws that are all encompassing.

Nevada passed a privacy law (<http://www.leg.state.nv.us/Nrs/NRS-597.html#NRS597Sec970> – NRS 597.970) during the fall of 2007 requiring that any e-mail containing PII must be encrypted. Nevada's law is the first data privacy law enacted that mandates encryption for the transmission of customer PII through electronic means other than via a fax or on an internal secured system. This law went into effect on **October 1, 2008**. Massachusetts is implementing a similar law on **January 1, 2009** regulating PII of Massachusetts residents, whether or not that business maintains a presence within Massachusetts.

In the European Union, data privacy is taken quite seriously ([http://ec.europa.eu/justice\\_home/fsj/privacy/index\\_en.htm](http://ec.europa.eu/justice_home/fsj/privacy/index_en.htm)). Their definition pursuant to the *European Commission's Directive 95/46/EC Article 2* is: "Personal Data shall mean any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his physical, physiological, mental, economic, cultural or social identity."

Canada takes the privacy of their citizens very seriously as well. PIPEDA (The Personal Information Protection and Electronic Documents Act) of 1998 ([http://www.privcom.gc.ca/legislation/02\\_06\\_01\\_01\\_e.asp](http://www.privcom.gc.ca/legislation/02_06_01_01_e.asp)) covers all industries and protects the collection, usage, and disclosure of personal information. Similar to the European Directive, this law mandates a person's consent to allow their personal information to be used in any fashion barring criminal investigations.

The EU and Canada also have laws controlling third party transfers of data. Thus, data cannot be removed from European countries or Canada without complying with many stringent standards. A company that has satellite offices in European countries must obtain Safe Harbor certification prior to transferring any private data to any other country, including the United States. Safe Harbor certification (<http://www.export.gov/safeharbor/>) is a laborious and expensive process. However, it aids with being able to send paycheck information as well as transmittal of other sensitive information back to the U.S. Employee data is the most sensitive data pursuant to the EU Data Directive. Performance evaluations, terminations, drug tests, and employment applications are also considered sensitive data. Supplier contact

databases and contract information and third party access to sensitive data as well as customer databases and contract information are all forms of personal information in Europe and must be protected.

### **Data Security Breach Laws**

California Senate Bill (1386) was the first data security breach notification law in the United States passed in 2003. As of November 2008 (<http://www.ncsl.org/programs/lis/cip/priv/breachlaws.htm>), there were 44 states as well as the District of Columbia, Puerto Rico, and the Virgin Islands who have similar data security breach notification laws. These laws mandate if a company compromises the PII of anyone living in their state, including access by an unauthorized employee, that the affected individuals must be notified. There are severe monetary penalties ranging from \$250 - \$500 per PII exposed to a maximum of \$750,000 in some states for not properly notifying those individuals whose PII was compromised.

### **Best Practice Tips on Preventing Identity Theft and Regulatory Compliance**

The following best practice tips are not an exhaustive list but are critical ones to consider when complying with the various regulations and laws.

1. Only collect the PII your organization needs to conduct business with the customer.
2. Ensure the protection of this collected PII by only allowing access to those who require access to complete their jobs and the organization's transactions.
3. Being in possession of PII does not give you authority to transfer it to a third party. This type of data should not be shared with third parties unless there is a business use necessary for disclosure of PII to complete a business transaction. There should also be a contract outlining how the third party will be protecting this information while it is in their custody.
4. A vendor management audit should be performed by an independent third party to ensure that the shared data is being adequately protected by appropriate security measures.
5. Encrypt PII when it is in transit or at rest on computer hard drives or servers, even if it is not mandated by law.
6. Ensure that the information is securely protected even when at rest on the network.
7. Properly train all custodians of PII in the best practices of protecting this data while in their possession.

8. Destroy sensitive data when it is no longer needed. Immediate use of a cross-strip shredder that will pulverize the paper into unreadable form is best rather than relying on a service to shred it.
9. Never dispose of PII in a public receptacle or in your own personal garbage without first shredding it with a cross-strip shredder. Post warning signs on trash receptacles to alert your customers that they should not dispose of their PII in your company's waste cans.
10. Pulverize, burn, or shred hard drives as well as paper documents. A sledge hammer or magnet can be extremely helpful when it comes to properly disposing of hard drives containing information.
11. Conduct regular risk assessments to identify where and how your company stores or transmits PII.
12. Consider using an intrusion detection system (IDS), intrusion protection system (IPS), and data leakage protection (DLP) technology to help detect and protect PII from being compromised.
13. Test your incident response policy regularly to make sure it is current and effective.
14. Review and assess your information security management program, policies, and procedures to ensure they are current and effectively communicated throughout your organization.
15. Be knowledgeable of the requirements of applicable data privacy protection laws and regulations.