



'Insider Threats' – The ICBC Experience

PIPA CONFERENCE

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A few words about ICBC...

- Insurance Corporation of B.C.
- Crown Corporation, provides basic and optional insurance and driver licensing, vehicle registration, and fine collection services for government
- One of Canada's largest property and casualty insurers
- Over 5000 employees, 900 brokers, 767 body shops, 120 points of service, dealings with private investigators, lawyers, medical personnel, etc.
- Covered by FOIPPA, but brokers and suppliers also covered by PIPA

The data ...

- Drivers' data base
 - Address, digital photo, conviction and medical history, EDL - Citizenship
- Vehicle data base
 - Linked to plate number, useful locator
- Financial data
 - Banking information
- Medical information
 - Medical reports, statements etc.
- Commercial information

Who are the 'insiders'?

- Anyone who has access to personal information in paper or electronic form
 - Employees (different levels of access)
 - Brokers and their employees (up to 10,000 people)
 - Contractors (IS, Independent Adjusters, Private Investigators, medical practitioners)
 - Other organizations with direct or indirect access (ministries, municipalities, the Police, parking companies, etc)

What is the threat?

- Inappropriate access, use or disclosure
 - Personal gain, revenge, idle curiosity
- Subsequent use of data acquired legitimately
- Negligence
 - Sloppiness, poor records management, mistakes
- Criminal Activity
 - Sabotage
 - Theft
 - Mole linked to criminal element

Some case examples

- Everywoman's Health Clinic
- The movie files
- Speeding president
- Carpetgate
- Picket line pecadillos
- Lost in Transit
- Broken brokers

Learnings

- All access is trust-based to some degree
- You need controls and good governance, but vigilance, awareness and a 'privacy culture' is more important
 - Executive support, CPO or committee
 - Privacy tutorial, Incident protocol
 - Face time, stories
- Central reporting of incidents is important
 - Metrics dilemma