

# Privacy and Security Auditing

internal and external assessments



Claudiu Popa, CISSP, PMP, CISA  
President, Informatica Security Corporation  
Author, CICA Canadian Privacy and Data Security Toolkit  
for Small and Medium-Sized Enterprises

# ✓ information audits ensure that:

- ✓ departments adequately protect customer data
- ✓ employees are following policies and procedures
- ✓ controls are in place to ensure policy enforcement
- ✓ security and privacy education is effective
- ✓ legal or standards compliance is supported
- ✓ management has visibility into sensitive processes
- ✓ best practices improve according to the right metrics
- ✓ accountability exists at all levels

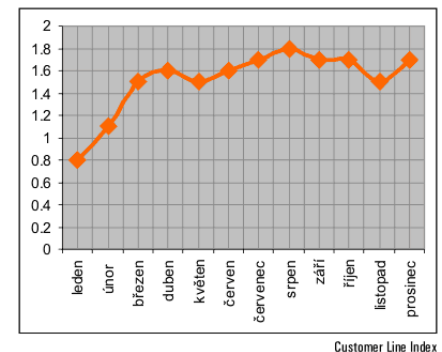
# ✓ fundamental questions:

- ✓ what data is being collected?
- ✓ how is it collected (web, phone, fax)?
- ✓ how is it stored and protected?
- ✓ is it shared, distributed and managed?
- ✓ who has access to this data?
- ✓ how long is it kept?
- ✓ how is it destroyed?
- ✓ how are breaches detected?
- ✓ who maintains and verifies policies/procedures?



# ✓ sustaining positive change

- ✓ define operational and IT requirements
- ✓ enhance and augment existing policies
- ✓ introduce and communicate clear guidelines
- ✓ review public policies on/off web
- ✓ enforce accountability
- ✓ use intelligent controls
- ✓ control 3<sup>rd</sup> party interaction
- ✓ retain competent auditors



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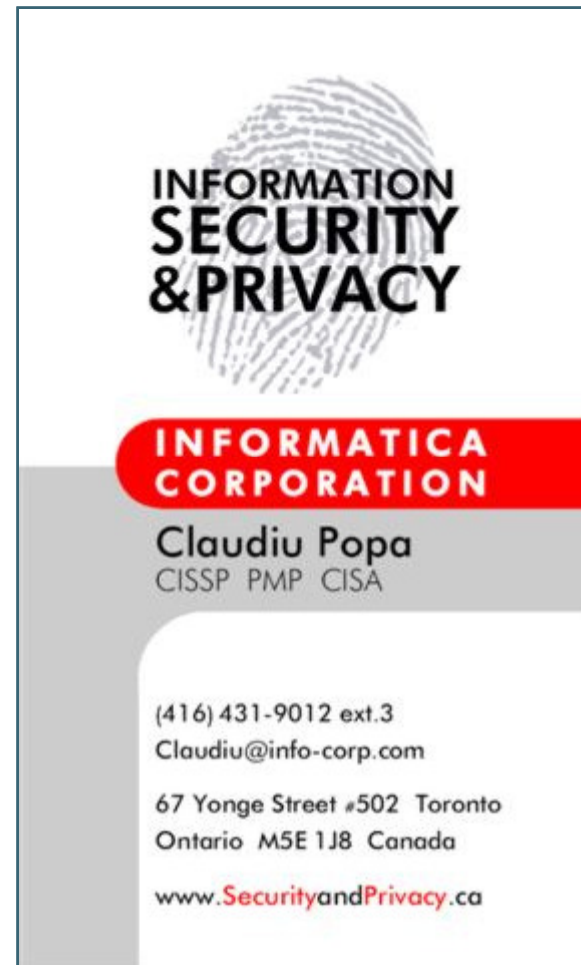
# Ask yourself: is the audit..

- a periodic review of practices and improvement opportunities?
- a determining factor in strategy or operations?
- used as a self-assessment against industry benchmarks with a less immediate impact on operations?



thank you

[info@SecurityandPrivacy.ca](mailto:info@SecurityandPrivacy.ca)  
[www.SecurityAudits.ca](http://www.SecurityAudits.ca)



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