



For Immediate Release

Paper documents the Achilles heel for organisations in the face of new personal data protection laws

Straits Interactive releases results of ongoing study from recent on-site PDPA audits

Singapore, 17 Sep 2014 – Straits Interactive, a leading specialist in personal data protection and Do-Not-Call (DNC) solutions today released findings of risks from an outgoing study where organisations can potentially contravene the new Personal Data Protection Act (PDPA). Based on more than 50 on-site PDPA audits which the company managed with the help of data protection officers from SMEs, the biggest risks identified were those related to paper-documents.

The top five areas identified (outside the IT infrastructure) are as follows:

- 73% of companies audited had exposed desks with confidential / personal data
- 68% of them had uncollected prints and/or originals left at the copier
- 1 in 2 companies had risks associated with A) Unlocked or exposed screens on PC/Mobile devices B) Unlocked cabinets or those with keys still being left in key hole
- 1 in 3 companies had papers and/or documents with confidential data thrown into waste paper or recycled bins

"It is not just cyber-attacks that organisations should be guarding against. According to the Ponemon Institute research study of how data breaches occur (584 IT professionals), 34% of known causes are due to the negligent employee within the organisation," said Kevin Shepherdson, Chief Executive Officer & Co-founder of Straits Interactive. "With the PDPA being enforced as of July 2, our findings suggest that many companies are not aware of these internal risks that can now get them into trouble with the new law. Paper documents tend to be overlooked."

These findings, collected over a span of a year included clients from Straits Interactive undergoing PDPA site audits and those who attended the company's popular hands-on data protection officer's course. The gaps were easily addressed with recommended information security measures. The audit methodology included a data inventory assessment and an analysis of the flow of personal data within the organisation. This was followed by an actual site inspection of where personal data was collected, processed and stored.

"We cannot have privacy without security. These risks can lead to companies breaching the protection and retention obligations under PDPA," said Dr Toh See Kiat of Goodwins Law Corporation and legal counsel to Straits Interactive. "Besides technical measures such as the use of passwords and encryption, organisations should also implement administrative and physical measures to protect personal data. This includes access controls, physical access and security training as well as having a document destruction and retention policy."



Straits Interactive has been cautioning its clients to be aware of how personal data and confidential documents are being disposed of so as to minimise the dangers of information leakages and accidental exposures.

The company will be holding a short briefing session to share its PDPA audit findings on 19 September, 2pm, along with how organisations can be compliant with the new PDPA.

Venue

Seminar Room 3.10
School of Economics & Social Sciences
Singapore Management University
90 Stamford Road, Level 3
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About Straits Interactive

Straits Interactive Pte Ltd is a corporate member of the International Association of Privacy Professionals. It specialises in secure integrated solutions and services that address issues related to personal data protection and privacy. With its strong focus on enabling trusted businesses and responsible marketing via their framework of People, Process and Systems (PPS), the company provides end to end compliance services. Its unique offerings include:

- PDPA Consultancy and On-site Audit
- Data Protection Management System to manage compliance
- SpiderGate Do-Not-Call (DNC) management and tracking system developed in conjunction with Hoiio Pte Ltd.
- PDPA Hands-on Training and International Certification for Data Protection Officers

ⁱ Ponemon Institute based out of the United States of America, conducts independent research on privacy, data protection and information security policy.