FIVE PRIVACY LESSONS FROM THE COVID-19 PANDEMIC

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Symposium for ICT and Sustainability 2021
International Islamic University Malaysia
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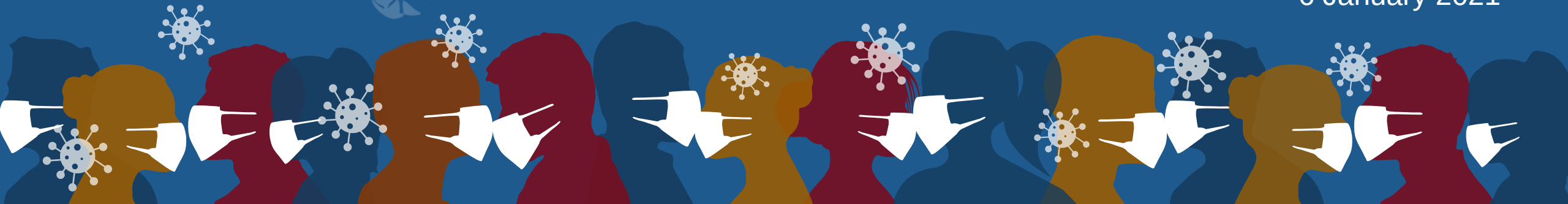


Covid-19 as of 6th January 2021 – WHO

COVID-19

PANDEMIC

Twelve months and counting...

84,474,195

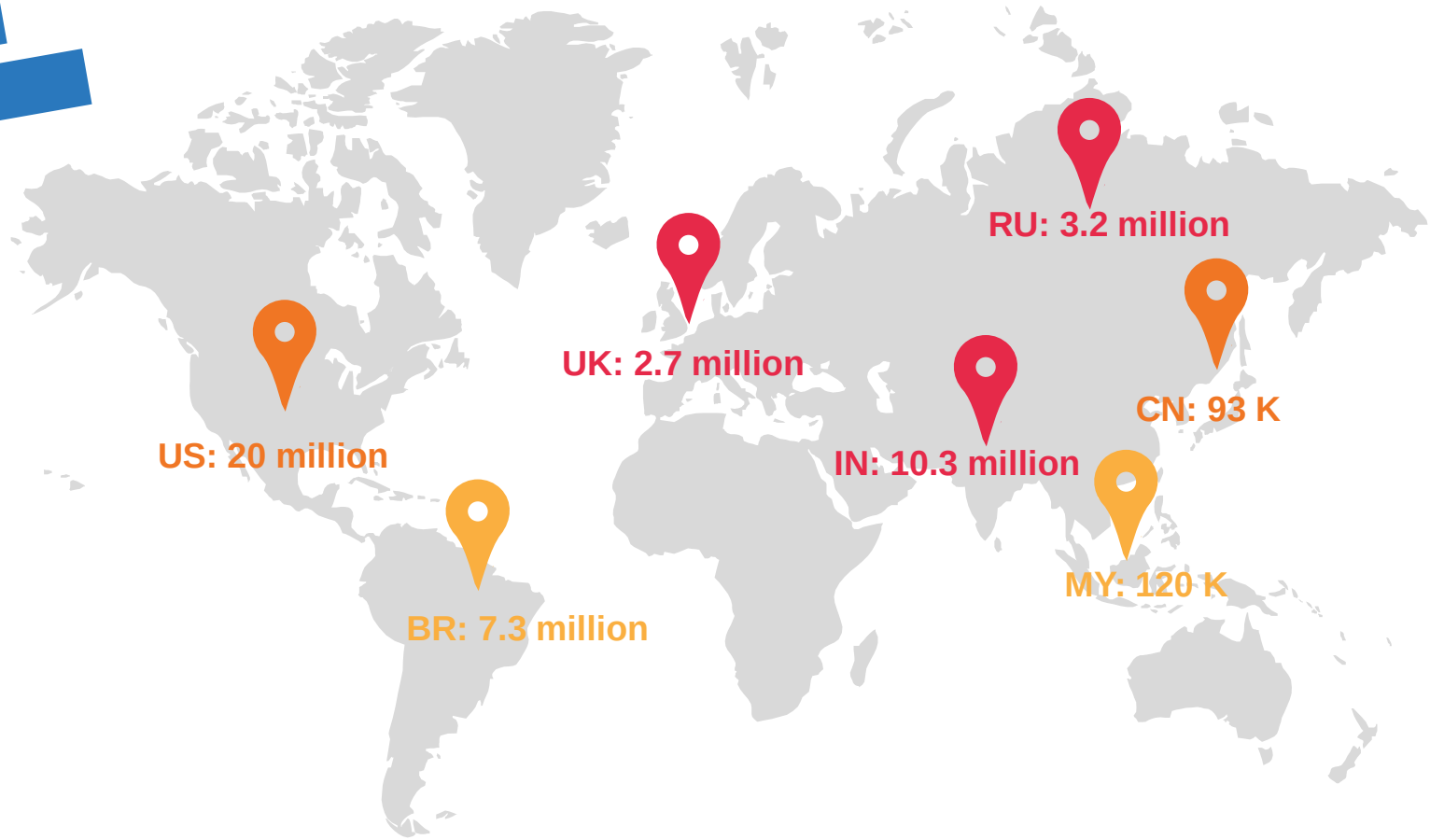
Confirmed cases

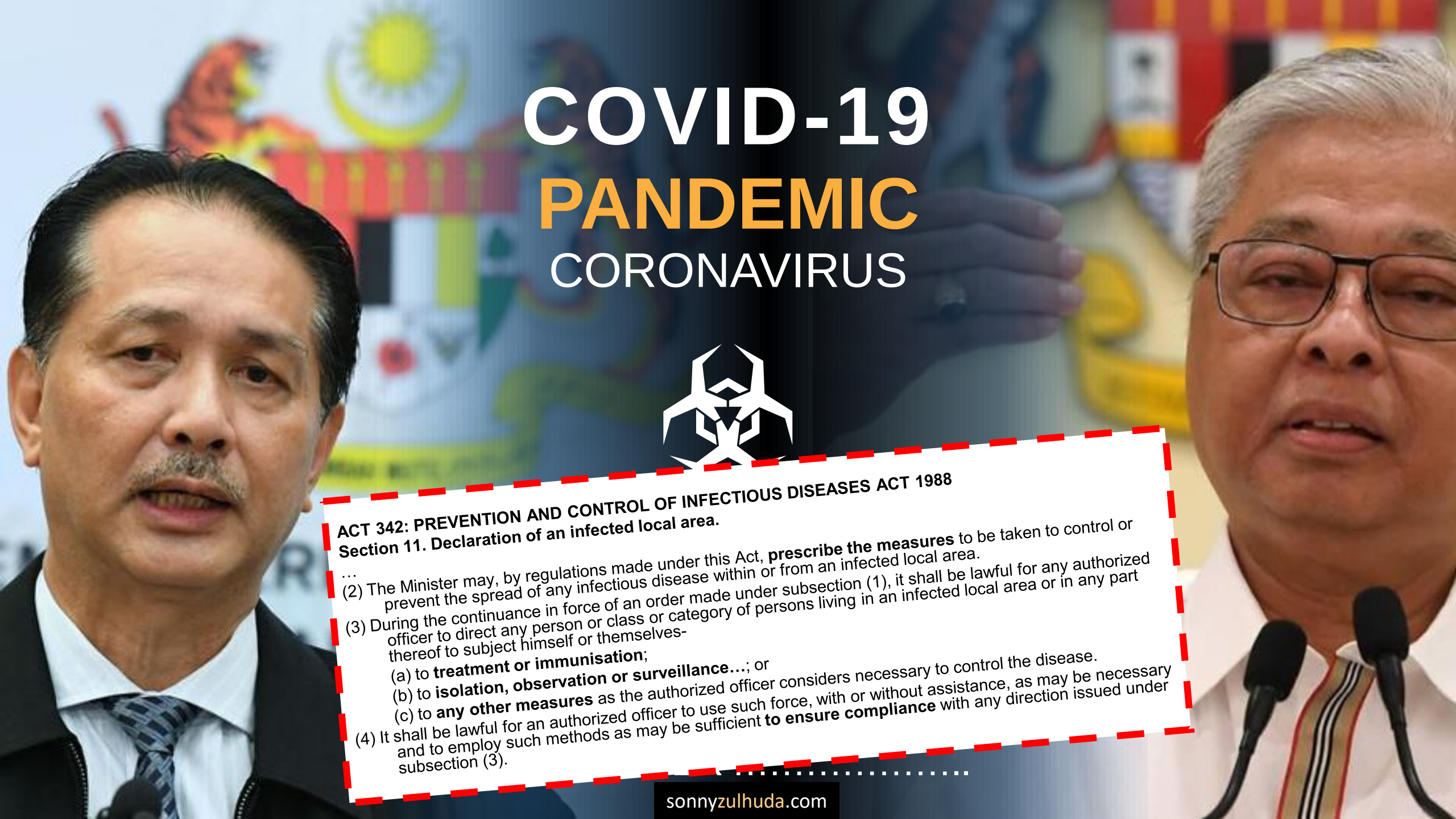
1,848,704

Confirmed deaths

220

Countries, areas or territories with cases




COVID-19
PANDEMIC
CORONAVIRUS
ACT 342: PREVENTION AND CONTROL OF INFECTIOUS DISEASES ACT 1988
Section 11. Declaration of an infected local area.
...
(2) The Minister may, by regulations made under this Act, prescribe the measures to be taken to control or prevent the spread of any infectious disease within or from an infected local area.
(3) During the continuance in force of an order made under subsection (1), it shall be lawful for any authorized officer to direct any person or class or category of persons living in an infected local area or in any part thereof to subject himself or themselves-
(a) to treatment or immunisation;
(b) to isolation, observation or surveillance...; or
(c) to any other measures as the authorized officer considers necessary to control the disease.
(4) It shall be lawful for an authorized officer to use such force, with or without assistance, as may be necessary and to employ such methods as may be sufficient to ensure compliance with any direction issued under subsection (3).
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Let´s stay at home

- **HEALTH CONCERNS:** intensified reporting, patients tagging, scheduled control, body temp scanning, contact tracing, high-risk people identification
- **POLICY MEASURES:** Governments around the world impose movement restriction, lockdown, surveillance, curfew, quarantine and border control
- **NEW NORM:** Physical distancing and its Ramifications. New way of Work, Learn, Shop, Meet, Business from Home
- **BRINGS ABOUT**: Social, Psychological, Technical, Public Trusts, Business and Governance **Vulnerabilities**

Vulnerabilities

COVID-19

INFORMATION

People tend to collect information about the Pandemic, **click on links** and web pages, **spreading the information** with **poor exercise of fact-checking**

TECHNICAL

People work on official documents using home-based computers with **limited security protection** and support as they have in office.

FINANCIAL

Reduced mobility, losing jobs, scarcity of earning opportunities, etc. creates financially challenged society, who would **turn into shortcuts**.

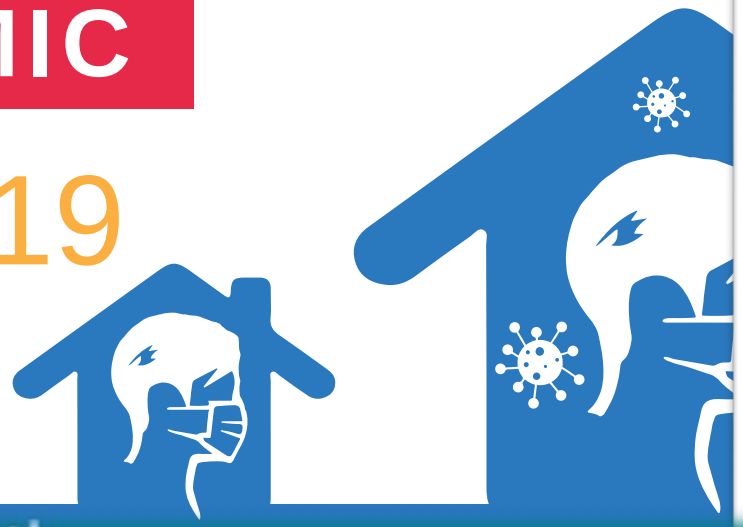
TRUST

Apps for social networking, e-shopping, e-meeting, e-learning and cloud services are mushrooming and widely used, but may **not adequately equipped** with rigorous security and privacy measures or policies

Vulnerabilities

PANDEMIC

COVID-19



TheStar

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TOPICS | Political Crisis | Covid-19 Watch | Asean+ | True or Not | Do You Know | Star Golden Hearts Award

Cybersecurity cases rise by 82.5%

FOCUS

Sunday, 12 Apr 2020

By YUEN MEIKENG

MORE people are online now – be it for business, education, entertainment, socialising or working from home due to the movement control order (MCO).

But the higher usage of technology also means bigger risks of running into cyberthreats.

About 352 accounts on the video conferencing app Zoom were compromised on Wednesday, including a healthcare provider in the US and seven educational institutions.

Beware of cyberattacks!

Total number of incidents

> Cybersecurity cases increased by 82.5% during the MCO 2020 (March 18 to April 7) compared to the same period in 2019.

Tips to stay safe online

Working from home

> Update all systems including Virtual Private Networks (VPN) and devices with the latest security patches
> Alert employees about phishing attempts.
> Avoid logging in to your work environment using public Internet Wi-Fi. Connect through your home or mobile network data.
> Enable Multi Factor Authentication.

Covid-19 scams

> Always verify information from emails, text messages and social media posts about Covid-19.
> Do not share personal or financial information in emails
> Do not click on suspicious links provided to you on Covid-19, verify with the sender or agencies that can help.
> Use legitimate, government websites for up-to-date, fact-based information

Video teleconferencing apps

> Use the latest version of apps and security software
> Only download software from its official website or app store.
> Never share confidential information during a meeting
> Enable non-recordable videos and audio, and limit file sharing.
> If something is suspicious, log out.
> If you lose your computer or mobile phone, log out from all clients immediately and change your login password.
> Do not share or publish the confer
> Log out from the app after a meeting.

Source: CyberSecurity Malaysia

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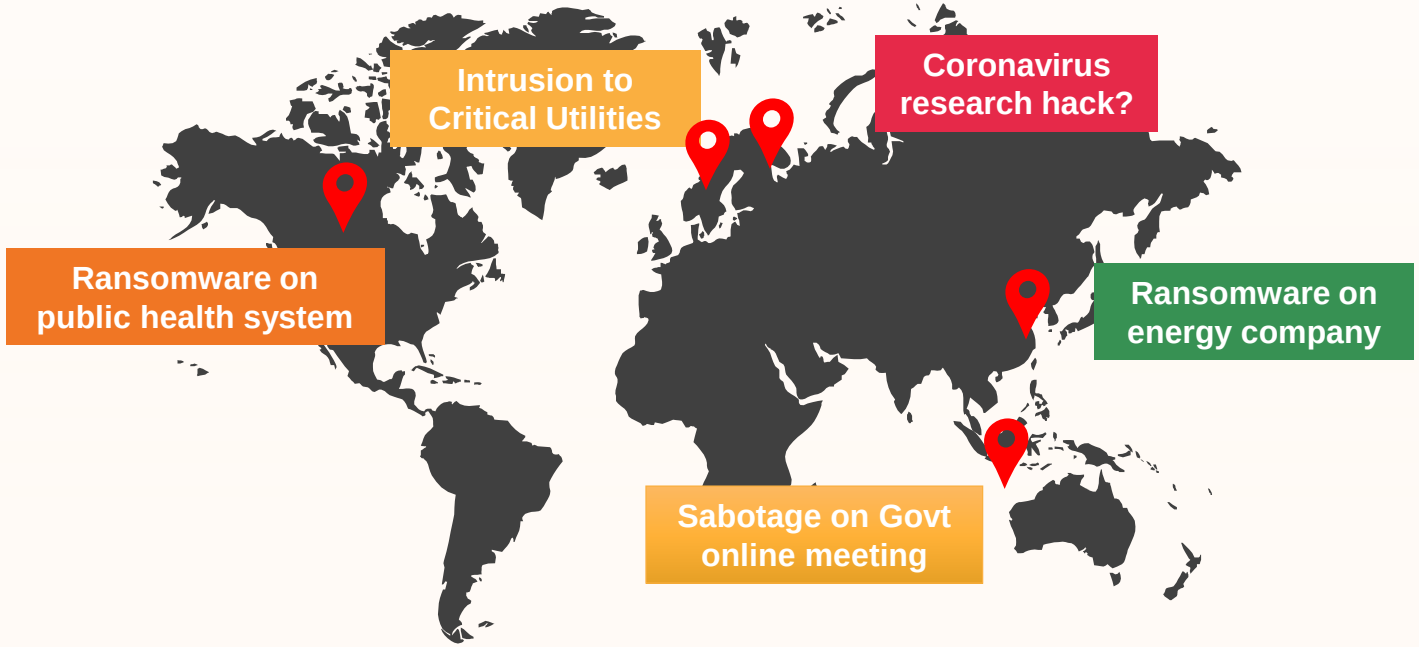
Worldwide report on the Exploitation of Cyber Infrastructure (CIIP)



Terrorists and cybercriminals do not relax during Covid-19 pandemic.

Several cyber attacks do target a critical information infrastructure (CII), a traditional target for cyber terrorism.

FIVE PRIVACY LESSONS FROM THE COVID-19 PANDEMIC

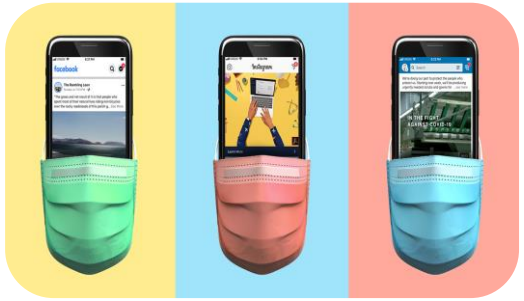
5 Privacy Lessons

COVID-19

LESS PHYSICALLY EXPOSED, BUT MORE DIGITALLY AFFECTED

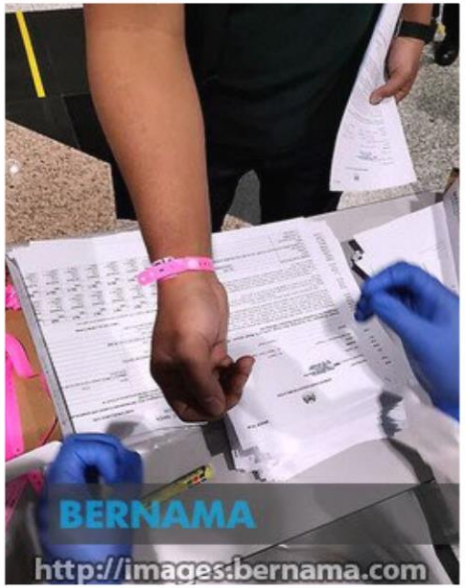
WHEN PRIVACY AND SECURITY COLLIDES?

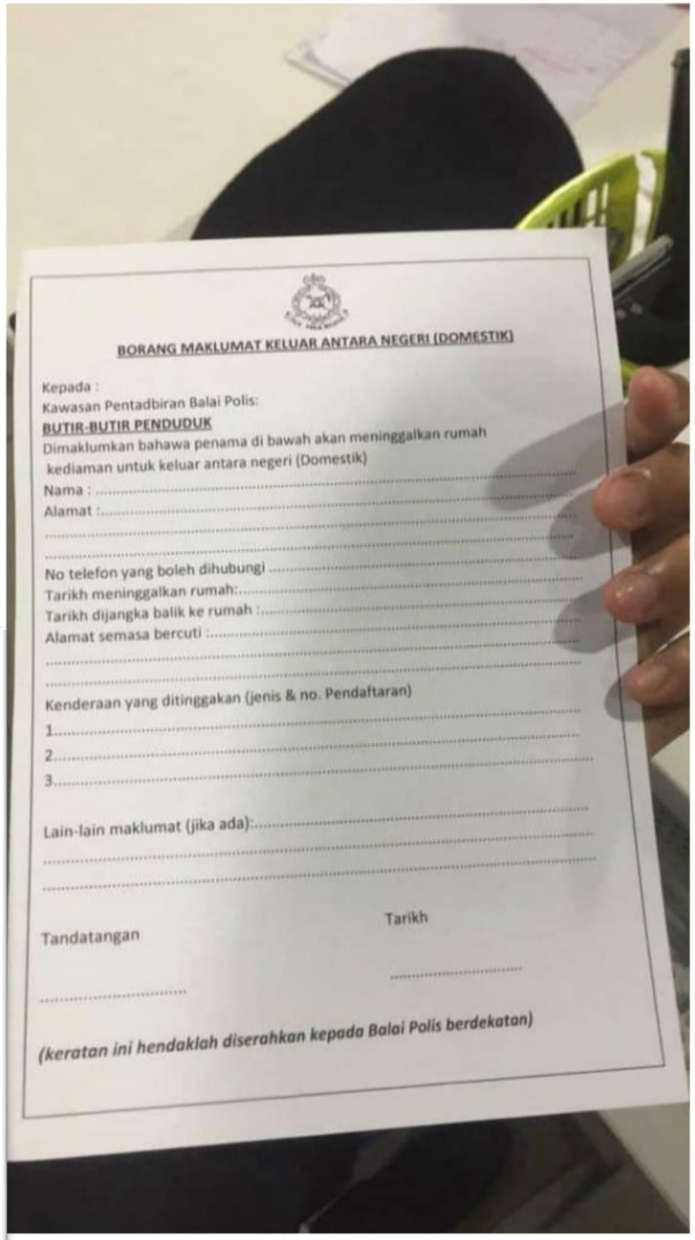
STIGMATISATION & MISINFORMATION AT THE COST OF PRIVACY



DATA TRACKING APPS: DELEGATING DUTY NOT RESPONSIBILITY

A FINE LINE BETWEEN TRACKING AND SURVEILLANCE





BORANG MAKLUMAT KELUAR ANTARA NEGERI (DOMESTIK)

Kepada :
Kawasan Pentadbiran Balai Polis:
BUTIR-BUTIR PENDUDUK
Dimaklumkan bahawa penama di bawah akan meninggalkan rumah kediaman untuk keluar antara negeri (Domestik)

Nama : .....
Alamat : .....
.....
No telefon yang boleh dihubungi .....
Tarikh meninggalkan rumah: .....
Tarikh dijangka balik ke rumah : .....
Alamat semasa bercuti : .....
.....
Kenderaan yang ditinggakan (jenis & no. Pendaftaran)
1. .....
2. .....
3. .....
Lain-lain maklumat (jika ada): .....
.....
.....
Tandatangan Tarikh
.....

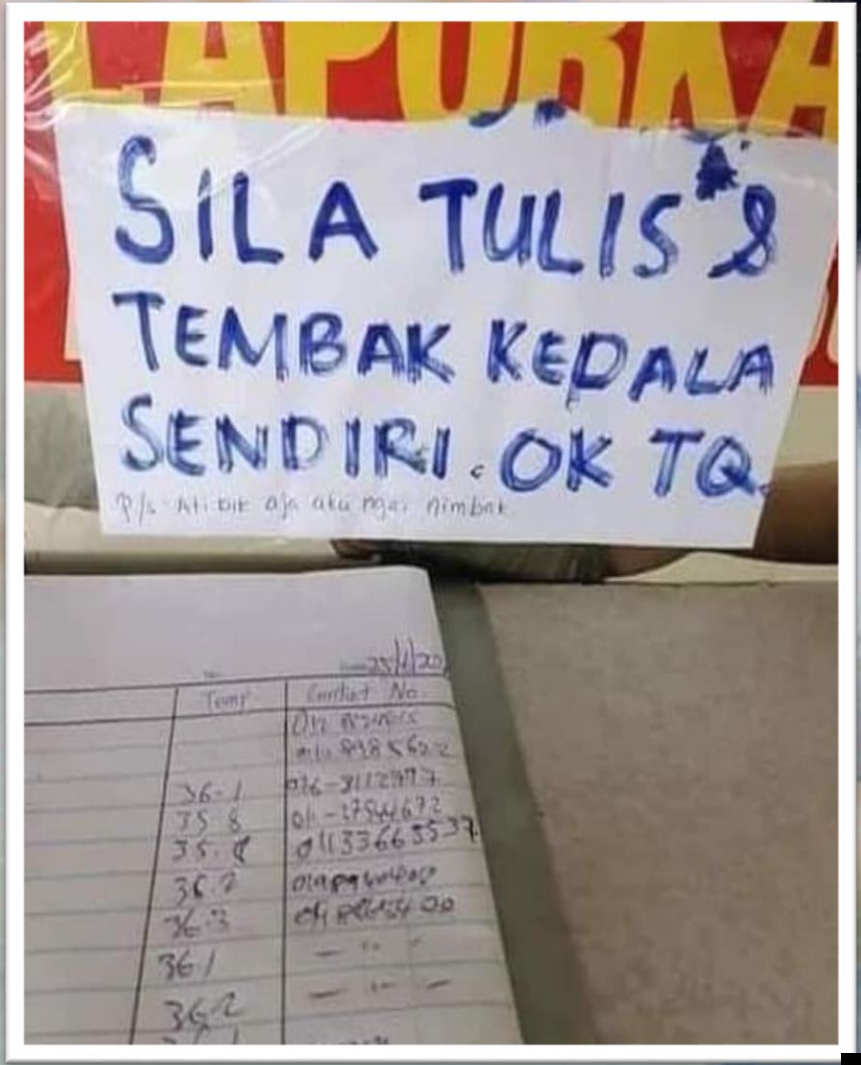
(keratan ini hendaklah diserahkan kepada Balai Polis berdekatan)

Menteri Kanan Keselamatan, Dato Seri Ismail Sabri hari ini memaklumkan bahawa setiap pelanggan yang memasuki setiap kedai dan premis perniagaan di pusat membeli belah tidak perlu memeriksa suhu badan.

Beliau menambah lagi bahawa, kewajipan untuk memeriksa suhu badan kini ditetapkan hanya pada pintu masuk di pusat membeli belah dan hanya diperiksa sekali sahaja.

Walaubagaimanapun, pelanggan masih perlu mencatit nama dan nombor telefon di premis kedai yang dimasuki

Private Surveillance?



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Covid-19: Residents take coronavirus surveillance into their own hands

INTERNET

Sunday, 05 Apr 2020

5:40 PM MYT

By **Thin Lei Win** and **Beh Lih Yi**

As governments around the world urge citizens to stay indoors to contain the deadly virus, concerned communities are taking surveillance matters into their own hands, reporting alleged breaches of quarantine and questioning anyone they deem suspicious. — Reuters

ROME/KUALA LUMPUR: A week after Malaysia ordered a partial lockdown to slow the

Private Surveillance?

COVID-19

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Emerging Mobile Tracking Apps

COVID-19

MySejahtera
App permissions

Version 1.0.21 may request access to

Camera
- take pictures and videos

Location
- access precise location (GPS and network-based)
- access approximate location (network-based)

Telephone
- directly call phone numbers

Storage
- modify or delete the contents of your SD card
- read the contents of your SD card

Other
- android.permission.FLASHLIGHT

GERAK MALAYSIA
App permissions

Version 2.6.73 may request access to

Camera
- take pictures and videos

Location
- access precise location (GPS and network-based)
- access approximate location (network-based)

Telephone
- read phone status and identity

Storage
- modify or delete the contents of your SD card
- read the contents of your SD card

Other
- run foreground service
- This app ca
other apps

sonnyzulhuda.com

MyTrace
App permissions

Version 1.0.30 may request access to

Location
- access precise location (GPS and network-based)
- access approximate location (network-based)

Storage
- modify or delete the contents of your SD card
- read the contents of your SD card

Other
- run foreground service
- Access Bluetooth settings
- run at startup
- have full network access
- view network connections
- retrieve running apps

Data Processing during the Pandemic

COVID-19

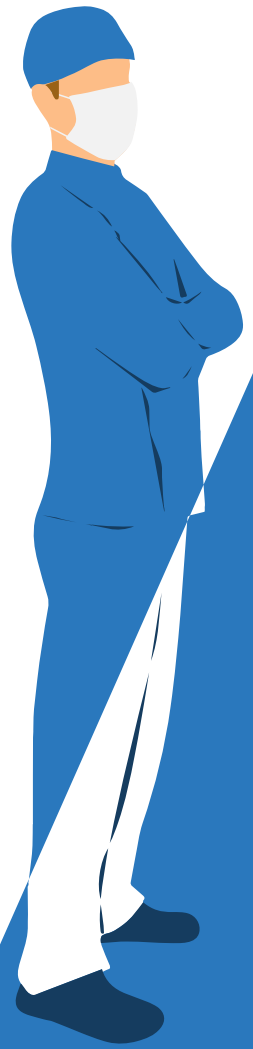
Newly infected patients – Should it be disclosed, announced or published? What if it happens in a workplace?

Collection of individuals data during movement, entry to premise or visit to clinic/hospital.

- Who is in charge?
- What items need to be collected?
- How those data are retained, processed and disposed of?
- Who to disclose the data to?
- Who to contact on this data processing matter?

Who manages the data? (Processors, Cloud, IT Providers? Any 3rd party **service provider** is a data processor, thus subject to Security, Disclosure as well as Retention principles.

Data Processing during the Pandemic



- **Privacy policies** on those initiatives will need to be notified and publicised to achieve **transparency** and to ensure due diligence.
- Pertinent to strengthen your **cyber security system: both technical and organisational.**
- Privacy is not only a matter of PDPA compliance but also **a common law rights for individuals.**
- Room for improving the Law: e.g. Data breach notification duty, Data protection officer, Regulating data processor, and trans-border data transfer.

Conclusion Remarks

COVID-19

Pandemic is not a basis for relaxing the Rule. The Pandemic leads to **system and governance vulnerabilities** – Alert mode on data protection.

Massive exemption given to the Government is **not a "license" to downgrade** their data protection.

As Malaysia is battling Covid-19, we shall **strengthen trust** and maintain sustainability

Relaxing data protection will only create **elements of distrust** among members of society and citizen-government relationship.

THANK YOU

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