

Standard Ten - Security and Privacy

The cornerstones of building and maintaining the trust of customers in a digital setting are security and privacy - if our customers do not trust that their data is secure and private, they will not use our online services. There are several technical and non-technical elements that go into building and maintaining secure systems and services, including designing solutions that meet data, security and privacy laws from their inception and clear communication with our customers at the time of a data transaction. Then there are our internal processes around storing and accessing data.

The [IT and Digital Strategy 2020-2025](#) identifies the need for Council to review and reform its approach to data storage moving forward. With each new development and digital platform, we increase our digital assets, and with them often potential data collection opportunities and responsibilities. This is a positive for the most part as it will allow us to leverage the data in the future but maintaining and storing these data sets is a major consideration as we go further down the [digital transformation](#) path.

How do we meet the standard?

Planning the correct capture, storage, access and integration options for each project now, will serve us and our customers in the near future.

- Involve the IT, Media and Communications and Governance teams in all discussions about data, security and privacy from the outset of the project or platform selection.
- Designing for security from the outset - understanding and meeting legal, privacy and security measures on a solution/technical level. e.g. SAML
- Seamless, branded authentication pathways, where possible
- Timely and clear communication with the customer about what, why and how we are gathering, storing, and guarding their data. e.g. Privacy statements
- Ensure security testing and patching is routinely present in maintenance schedules.
- Serving the solution on our family of government domains.

Additional references:

- [City of Greater Dandenong IT and Digital Strategy 2020-2025](#)
- [Protect Privacy - Digital Guide - Victorian Government](#)
- [Secure your Service - Digital Guide - Victorian Government](#)