

# Personally Identifiable Information

Where (not) to find it

COM-402: Information Security and Privacy

(slide credits: Linus Gasser)

### ÉCOLE POLYTECHNIQUE FÉDÉRALE DE LAUSANNE

#### Overview

- What is Personally Identifiable Information?
  - Sensitive and nonsensitive information
  - Value for third parties
- Confidentiality Impact Levels
  - Definition
  - Factors to identify
- Management concepts
  - Pre-collection
  - Operating phase
  - Incident response
- Legislation in CH, Europe and US

http://nvlpubs.nist.gov/nistpubs/Legacy/SP/nistspecialpublication800-122.pdf



## Personally Identifiable Information

NIST Special Publication 800-122 defines PII as

any information about an individual maintained by an agency, including

- (1) any information that can be used to **distinguish or trace an individual's identity**, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and
- (2) any other information that is **linked or linkable to an individual**, such as medical, educational, financial, and employment information.
  - (1) is directly sensitive data
  - (2) combines data from same service or from different services



#### What is Sensitive Data?

- Data that you don't want to be known by others, because:
  - It's embarrassing
    - Data about your private life
  - You might get a disadvantage if it is known
    - Medical data that could influence your job, social life, financial situation
    - Financial data (credit-card numbers)
  - It can put you in danger
    - Famous people's location
    - Allergies
    - Drone attacks
    - Medical implants



#### **Breach in Sensitive Data**

#### Ashley Madison The Observer

#### Life after the Ashley Madison affair

It's six months since hackers leaked the names of 30 million people who had used the infidelity website Ashley Madison. Resignations, divorces and suicides followed. Tom Lamont sifts through the wreckage





• End of the affairs: at the time of the leak, Ashley Madison claimed to have 37.6m members, all of them assured the site was totally discreet.



## Ashley Madison Hack Stats

- 37 Million Number of Ashley Madison member account files that were criminally hacked worldwide
- 30 Days Number of days the hackers gave Avid Life Media to shut down its site
- 30 Gigabytes Number of approximate gigabytes released by the hackers
- **300 Gigabytes** The number of gigabytes of stolen information the hackers claim to have taken in total
- **\$500 000** The reward offered by Ashley Madison for information leading to the arrest of the criminal hackers
- 11 million The number of estimated passwords that have been cracked
- **3.7 million** The number of estimated passwords that have not been cracked, thanks to strong user-created passwords

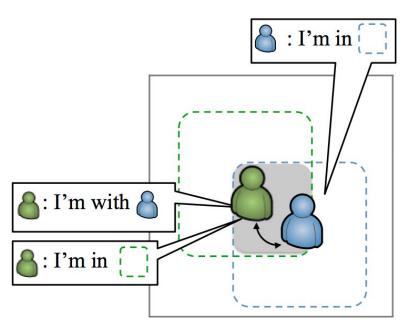


## How Nonsensitive Info gets Sensitive

- By combining different sources:
  - Colocation and position of the other party
  - o Pseudonymous comments on discussion-forum and disclosure of full name on another site
  - Anonymised database of movie-preferences and comments on movie-site like tomato
- By re-defining what is sensitive
  - Your job-description just got under scrutiny from government



#### Co-Location and Position



https://infoscience.epfl.ch/record/198297?ln=en

Green reveals its position if position of Blue is known.

Their co-location can be inferred from

- Face-recognition on pictures
- IP-addresses when connecting to a service
- Available WLAN or GSM networks

So even if only Blue has its GPS on, the position of Green can be inferred.



## Why is Location so Privacy Sensitive?





Text messages warn Ukraine protesters they are 'participants in mass riot'

Mobile phone-users near scene of violent clashes in Kiev receive texts in apparent attempt by authorities to quell protests

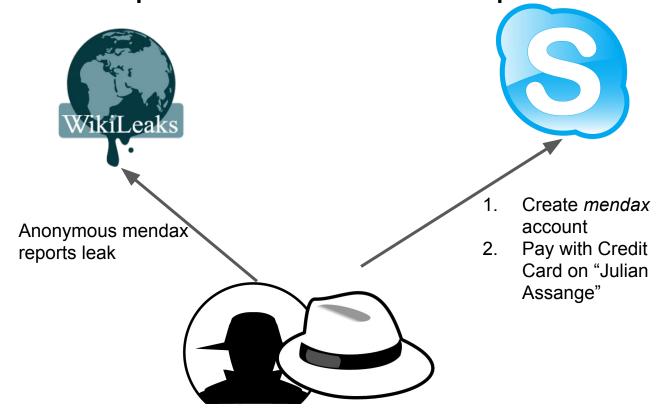




"Dear subscriber, you are registered as a participant in a mass riot."



## Common Unique Data - Fake Example!





## De-anonymizing users for targeted advertising

Even in incognito mode, with adblockers and without cookies, users can be identified by:

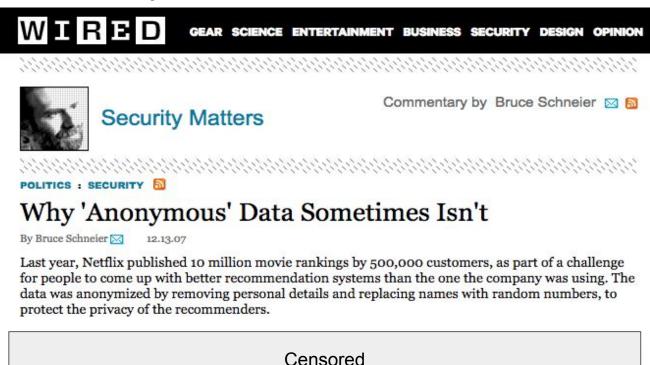
- Clicking pattern
- Browser extensions and their versions
- Systems specifications
- History
- Identifying words on URL (pseudonyme, Google Translate, etc.)

Private Browsing Really Anonymous? Incognito Mode Histories Exposed By Researchers' Fake Company





## **Netflix De-Anonymization**





## Netflix Published Data - Anonymization

User	Movie	Date	Grade	
Foo	The Wall	1/2/2003	5/5	
Bar	Temps present	1/4/2004	4/5	
Foo	Big Bang Theory	1/5/2004	4/5	
Bar	Big Bang Theory	1/5/2004	5/5	
Foo	Brazil	1/1/2002	4/5	

User	Movie	Date	Grade
1234	554433	1/2/2003	5/5
4321	334455	1/4/2004	4/5
1234	16180	1/5/2004	4/5
4321	16180	1/5/2004	5/5
1234	773311	1/1/2002	4/5



## Netflix De-Anonymization





#### Security Matters

Commentary by Bruce Schneier M 5



POLITICS : SECURITY

#### Why 'Anonymous' Data Sometimes Isn't

By Bruce Schneier 12.13.07

Last year, Netflix published 10 million movie rankings by 500,000 customers, as part of a challenge for people to come up with better recommendation systems than the one the company was using. The data was anonymized by removing personal details and replacing names with random numbers, to protect the privacy of the recommenders.

Arvind Narayanan and Vitaly Shmatikov, researchers at the University of Texas at Austin, deanonymized some of the Netflix data by comparing rankings and timestamps with public information in the Internet Movie Database, or IMDb.



## De-Anonymization - 1/2

User	Movie	Date	Grade
1234	554433	1/2/2003	5/5
4321	334455	1/4/2004	4/5
1234	16180	1/5/2004	4/5
4321	16180	1/5/2004	5/5
1234	773311	1/1/2002	4/5

User	Movie	Date	Grade
Foo	The Wall	1/2/2003	4/5
Foo	Big Bang Theory	1/5/2004	4/5
Foo	Brazil	1/1/2002	4/5

**IMDb** 

**Netflix** 



## De-Anonymization - 2/2

User	Movie	Date	Grade
Foo	The Wall	1/2/2003	5/5
Foo	Big Bang Theory	1/5/2004	4/5
Foo	Brazil	1/1/2002	4/5
Foo	Knightrider	1/6/2005	5/5

Attacker learns this new information



## Re-defining what is sensitive

- Change of government and change of policy
  - Trump's government asking who visited clima-conferences
  - Ukraine protesters that are participants in a manifestation
- Advancement in technology
  - o If DNA is available and insurance companies find correlations between Genes and Illness



#### Value for Third Parties

- More personalized services
  - Google: Serve better ads
  - Medical: Better treatments
  - Government: Better services



- Illegal activities
  - Ransom on divulging information
  - o Identity-theft or selling the data
  - Killing in case of enemies of the state





## Abusing PII to Hack

- Daisy-chained accounts allow hackers to follow the account trail and compromise multiple accounts.
- Different views on PII from different actors can remove both.
  - For example, information considered non-critical by Amazon could be used by Apple for identity verification!



#### HOW APPLE AND AMAZON SECURITY FLAWS LED TO MY EPIC HACKING





## Ransomware: CryptoWall

- Encrypts files on infected computers and demands ransom for decryption key
- Users infected through
  - Links in malicious emails
  - Ads on popular websites that redirect to rogue websites
- Impact
  - Nearly 1000 victims
  - Total amount paid to hackers: > \$18 million





## State Data, Business Data, and PII

Low protection

High protection

Low transparency





#### **OPM Breach**

- One of the largest government data breaches in the US
- ~21.5 million records stolen
  - Personal details (Social Security number, name, address, age, etc.)
  - Fingerprints (5.6 million sets)
  - Security clearance information : Sensitive documents such as the Standard Forms (SF) 86 (Questionnaire for National Security Positions) were compromised by the hack. Forms included details about finances, psychiatric care etc.
- Attacker motive unclear (suspected to be the Chinese military)





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## Confidentiality Impact Levels

From NIST (US): The PII confidentiality impact level - low, moderate, or high - indicates the **potential harm** that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed.

#### Impact levels

- Low limited adverse effect
- Moderate serious adverse effect
- High severe or catastrophic adverse effect

#### Factors to identify

- Identifiability
- Quantity of PII 25 records or 25 million records?
- Sensitivity



## Impact Levels

Low	Moderate	High	
limited adverse effect - cause a degradation in mission capability - result in minor damage to organizational assets - result in minor financial loss - result in minor harm to individuals.	serious adverse effect - cause a significant degradation in mission capability - result in significant damage to organizational assets - result in significant financial loss - result in significant harm to individuals that does not involve loss of life or serious life threatening injuries	severe or catastrophic - cause a severe degradation in or loss of mission capability - result in major damage to organizational assets - result in major financial loss - result in severe or catastrophic harm to individuals involving loss of life or serious life threatening injuries	



## Factors to Identify

01	Identifiability	<ul> <li>Direct identifiability like Social Security, AHV-numbers (Switzerland)</li> <li>Also consider linked PII if the attached data has a high impact level</li> </ul>
02	Quantity of PII	<ul> <li>25 records or 25 million records?</li> <li>Higher numbers give higher impact level but don't neglect lower numbers</li> </ul>
03	Sensitivity	<ul> <li>Consider data-fields in the context of other fields</li> <li>Credit-card # alone has a low impact level, together with a name it's moderate</li> </ul>
04	Context of Use	<ul> <li>What is the purpose of the collection?</li> <li>Phone number and name - mailing-list: low</li> <li>retirement benefits: moderate</li> <li>undercover agents: high</li> </ul>



## Identifiability with Postal Codes



https://arstechnica.com/tech-policy/2009/09/your-secrets-live-online-in-databases-of-ruin/



## How to De-Anonymize

"At the time GIC released the data, William Weld, then Governor of Massachusetts, assured the public that GIC had protected patient privacy by deleting identifiers. In response, then-graduate student Sweeney started hunting for the Governor's hospital records in the GIC data. She knew that Governor Weld resided in Cambridge, Massachusetts, a city of 54,000 residents and seven ZIP codes. For twenty dollars, she purchased the complete voter rolls from the city of Cambridge, a database containing, among other things, the name, address, ZIP code, birth date, and sex of every voter. By combining this data with the GIC records, Sweeney found Governor Weld with ease. Only six people in Cambridge shared his birth date, only three of them men, and of them, only he lived in his ZIP code. In a theatrical flourish, Dr. Sweeney sent the Governor's health records (which included diagnoses and prescriptions) to his office."

Paul Ohm, Georgetown University Law Center, <u>Broken Promises of Privacy: Responding to the Surprising Failure of Anonymization</u>, UCLA Law Review, Vol. 57, p. 1701, 2010, U of Colorado Law Legal Studies Research Paper No. 9-12



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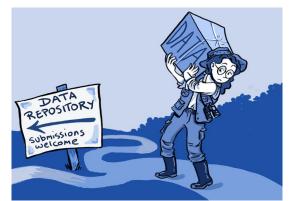
## Management Concepts

- Pre-collection
  - What and why information is to be collected
- Operating phase
  - Put protective measures into place (encryption, separation)
  - De-identify or anonymize data (store age without reference for statistics)
  - Don't exchange unnecessary data (Facebook ad-services)
- Incident response
  - Preparation
  - Detection and Analysis
  - Containment, Eradication, and Recovery
  - Post-Incident Activity



#### **Pre-Collection**

- Before starting to collect the data
- Design-phase of project
- According to the service, define
  - What information is to be collected
  - Why the information is being collected
  - The intended use of the information.
  - With whom the information will be shared
  - How the information will be secured
- Take into account data protection legislation
  - EU penalties under GDPR for non-compliance: sanctions of Up to €20 million or up to 4% of the annual worldwide turnover, whichever is greater



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## Example: Evaluation of a Chat-Application

#### **Step 1:** Gather the information collected by the application

What	Full name	Telephone-#	Birthday	Contacts	Credit Card
Why	Greeting, make contacts	Verify user	Verify offers	Write messages - get to know app	Additional offers
Intended use	Show	First-contact	Birthday greetings	Write to all contacts	Pay special offers
Shared with	Everybody	Friends	Everybody	Everybody	Nobody
Securing with					



## Example: Evaluation of a Chat-Application

#### **Step 2:** Analyse the privacy impact of each piece of information.

Here, red = high impact and yellow = medium impact

What	Full name	Telephone-#	Birthday	Contacts	Credit Card
Why	Greeting, make contacts	Verify user	Verify offers	Write messages - get to know app	Additional offers
Intended use	Show	First-contact	Birthday greetings	Write to all contacts	Pay special offers
Shared with	Everybody	Friends	Everybody	Everybody	Nobody
Securing with					



## Example: Evaluation of a Chat-Application

## **Step 3:** Reduce privacy impact by changing the intended use, the parties the information is shared with or the method by which it is secured.

What	Full name	Telephone-#	Birthday	Contacts	Credit Card
Why	Greeting, make contacts	Verify user	Verify offers	Write messages - get to know app	Additional offers
Intended use	Show	First-contact	Birthday greetings	Ask if write to all contacts	Pay special offers
Shared with	Everybody	Friends	Friends	Nobody	Nobody
Securing with		Hashed	Only keep day/month	Delete on server	Encrypted



# S



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## **Operating Phase - Protective Measures**

#### **Encryption**

- At rest storing data with a global encryption key
  - O Where to store the key?
- In transit using TLS, VPN
  - Even inside data-centers
- In use homomorphic crypto, mostly exotic
  - What DEDIS/LCA are working on

#### Separation

- Don't store all data in the same place
- De-identify data and, if needed, re-identify



## Operating Phase - De-Identify or Anonymize

#### What you can do

- Generalize the Data
  - E.g. Only store if age > 18 or not
- Suppress the Data
  - E.g. Once the telephone-number is verified, delete it
- Introduce Noise into the Data
  - E.g. via Differential Privacy
- Merge the Data
  - E.g. only store the average



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# Introducing Noise in Data

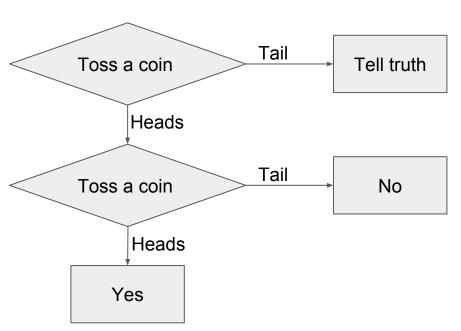


WIRED

APPLE'S 'DIFFERENTIAL PRIVACY' IS ABOUT COLLECTING YOUR DATA—BUT NOT YOUR DATA



Did you ever break the law?





# Operating Phase - Default: No Exchange

- With whom do you want to exchange data?
- What data do you want to exchange?
- Is it anonymized?
- Does the third party need access?
  - Google lets you define adwords, but never shows searches
  - Facebook at some time let you access user profiles
  - -> third party might only need confirmation: "sent x ads"
- What could go wrong if the data is leaked?
  - Direct financial impact credit card numbers, business deals
  - Privacy concerns medical information, pictures



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### Leakage of data



# Facebook apps have been accidentally leaking user data for years

Facebook has fixed a flaw affecting hundreds of thousands of its apps. You should still change your Facebook password though.



By Emil Protalinski for Friending Facebook | May 10, 2011 -- 15:15 GMT (16:15 BST) | Topic: Social Enterprise

http://www.zdnet.com/article/facebook-apps-have-been-accidentally-leaking-user-data-for-years/



### Preparation

- Our How to report?
- Who is in charge for leading? What resources are available?
- What data can we collect to help detection? What backups are available?

#### Detection and Analysis

- Save all logs and state of servers
- Investigate

#### Containment, Eradication, and Recovery

- Should fake data be provided?
- Restore from backups

#### Post-Incident Activity

• What to improve for next time?





axciom.com

### Preparation

- Regularly go through exercise
  - O What are the most common attacks?
  - Who should be informed?
    - Internally hierarchy, IT
    - Clients working with our data
    - Other customers
- For some kind of organizations, the government needs specific information
- Have logs, lots of logs
- Make backups and verify them

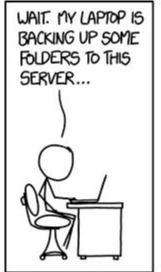


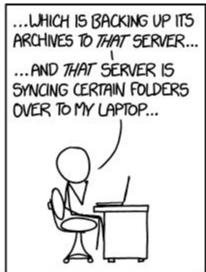


axciom.com



# A Word on Backups









#### https://xkcd.com/1718/

Maybe you should keep FEWER backups; it sounds like throwing away everything you've done and starting from scratch might not be the worst idea.



# **Detection and Analysis**

- Follow prepared plan
- Make backups of all available logs and data
  - Only work on those copies
  - For virtual machines, take a snapshot
- If it's a high-value target
  - Don't show you know what's going on
  - Set up fake data
- Start investigation
  - Contact people defined in plan
  - Inform state agencies



### Containment, Eradication, and Recovery

#### Containment

- If possible, remove sensible data from network
- Should fake data be provided?

#### Eradication

- Re-install (or replace) systems
- Make sure they don't get infected again
- Implement protection against threats discovered

#### Recovery

Find out if those backups work

#### Verification

No re-infection?

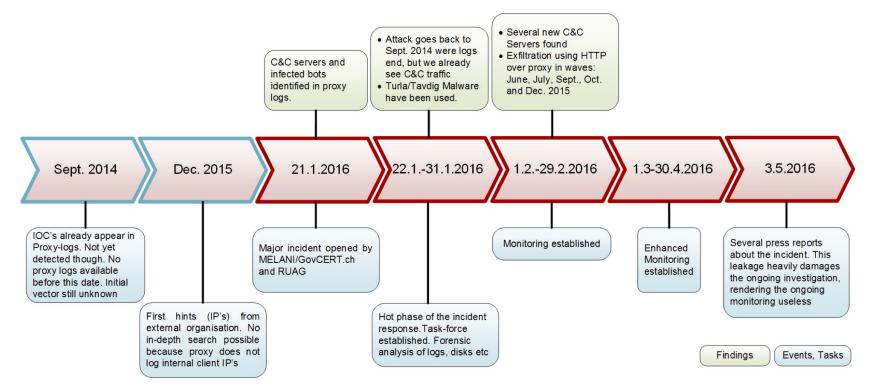


### Post-Incident Activity

- What to improve for next time?
- Monitor better for new attack
  - Take new logs
  - Lessen attack surface
- Protect against discovered attacks
- Change data storage
  - Anonymize data
  - Don't store data

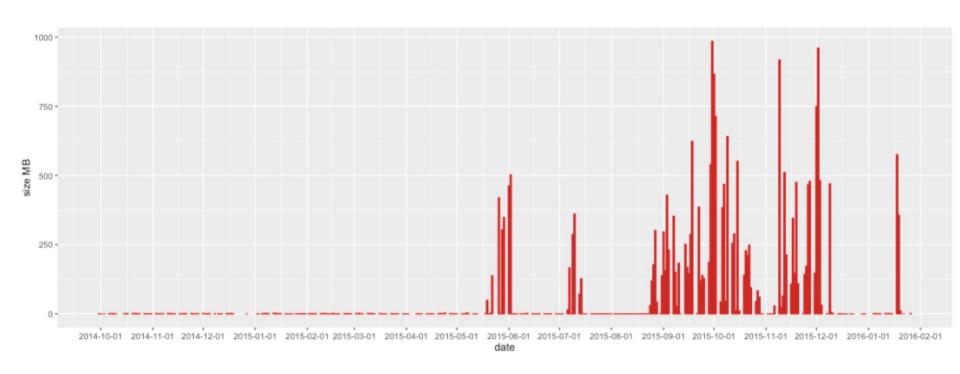


# Example from **RUAG** incident





### **Data Exfiltrated**



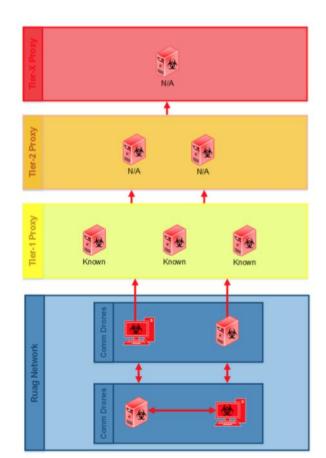


# Proxy Tier Topology

This is a schematic view of the attacker network used to exfiltrate data from the Ruag network.

While the hosts in the Tier-1 Proxy are known, those in the Tier-2 and Tier-3 are much more difficult to access, because one does not have access to the computers in Tier-1.

The multi-tier architecture makes it difficult to trace an attack back to the responsible individual or organization.

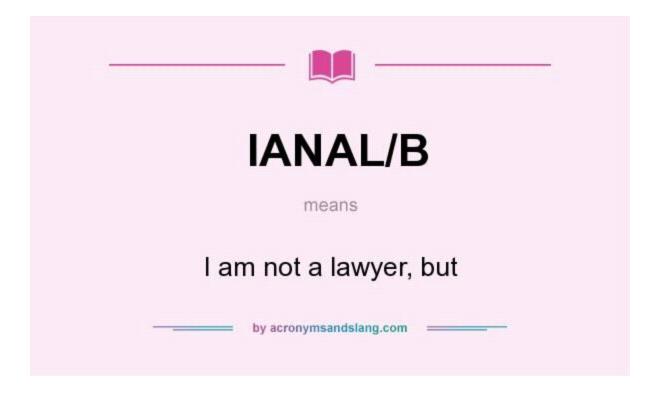




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### Legislation in CH, Europe and US

One for protection, one for openness of your and the government's data

- CH
  - The Federal Act on Data Protection, FADP
  - Freedom of Information Act, FolA
- Europe
  - General Data Protection Regulation, GDPR
  - Data Protection Directive, DPD
- US
  - Health Insurance Portability and Accountability Act, HIPAA
  - Privacy Act of 1974 (Updated since then...)



# Swiss Privacy Laws - FADP

- The Federal Act on Data Protection, FADP, applies to personal data, that is, all information relating to an identified or identifiable person, whether natural or legal
  - Bundesgesetz über den Datenschutz, DSG
  - Loi fédérale sur la protection des données, LPD
  - Legge federale sulla protezione dei dati, LPD

http://uk.practicallaw.com/9-502-5369?source=relatedcontent# https://www.admin.ch/opc/en/classified-compilation/19920153/index.html



### Swiss Privacy Laws - FADP

#### Regulated acts on data

- Collection of data
- Storage of data
- Use of data
- Revision of data
- Disclosure of data
- Archiving of data
- Destruction of data

#### Jurisdictional scope

- Data subject has its habitual residence in Switzerland
- Data processor has its habitual residence or registered office in Switzerland
- Damage resulting from the data process is sustained in Switzerland



Schweizerische Eidgenossenschaft Confédération suisse Confederazione Svizzera Confederaziun svizra



# Swiss Privacy Laws - FolA

This Act seeks to promote transparency with regard to the mandate, organisation and activities of the Administration. To this end, it contributes to informing the public by ensuring access to official documents.

- Freedom of Information Act, FolA
  - Öffentlichkeitsgesetz, BGÖ
  - Loi sur la transparence, LTrans
  - Legge sulla trasparenza, LTras
- Governs the data the government has to publish
- Does not apply to private companies





https://www.youtube.com/watch?v=5ByVaZ0rg8U&feature=youtu.be



# **EU General Data Protection Regulation**

#### https://en.wikipedia.org/wiki/General Data Protection Regulation

- Applies to you if the data controller or processor (organization) or the data subject (person) is based in the EU
- Responsibility and accountability
  - Algorithmic decision-making is punishable
  - o **Privacy by design**, setting must be "high" by default
- "Opt-in" instead of "Opt-out" for data usage
- Data breaches must be reported within 72 hours
- Right to be forgotten



### EU - DPD

Data Protection Directive for the police and criminal justice sector that provides robust rules on personal data exchanges at national, European and international level.

- 1. **Notice** data subjects should be given notice when their data is being collected
- 2. **Purpose** data should only be used for the purpose stated and not for any other purposes
- 3. **Consent** data should not be disclosed without the data subject's consent
- 4. **Security** collected data should be kept secure from any potential abuses
- 5. **Disclosure** data subjects should be informed as to who is collecting their data
- 6. **Access** data subjects should be allowed to access and make corrections to any inaccurate data
- 7. **Accountability** holding data collectors accountable for not following the above principles



### EU - Freedom Act?



#### 7 Mar 2017

### Open letter: direct and indirect lobbying needs to be better regulated

By FDR

European Digital Rights (EDRi) and more than 100 civil society organisations joined the Alliance for Lobby Transparency and Ethics Regulation (ALTER-EU), Civil Society Europe and Transparency International EU in sending a letter on lobby transparency.

The letter was sent to the key MEPs concerned with the interinstitutional negotiations to review of the <u>EU Transparency Register</u>. This letter is important as big business lobbying practices are having an undue influence over EU policy-makers. If we want digital rights and citizens' interests to be respected, lobbying needs to be strictly regulated.

In the letter, we ask:

- . MEPs not to meet with unregistered lobbyists;
- · for more resources to the EU lobby register secretariat;
- for the definition of lobbying to cover direct and indirect influence EU policy- and decision-making;
- · to make the transparency registration obligatory.

AGENDA	
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EDRI-GRAM →	
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and make a recurring contrib	ution!
A SUPPORTER →	
BECOME	_
OONATE →	



### **US Privacy Laws**

#### Not **one**, but **many** privacy laws



https://www.teachprivacy.com/problems-sectoral-approach-privacy-law/



### US - HIPAA

- Health Insurance Portability and Accountability Act regulates medical information
- Applies to
  - health care providers
  - data processors
  - pharmacies
  - other entities that come into contact with medical information
- Governs collection and use of protected health information (PHI)
- HIPAA Security Rule provides standards for protecting medical data
- HIPAA Transactions Rule applies to the electronic transmission of medical data



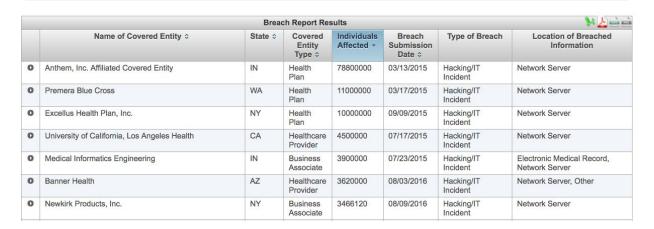
### US - Wall of Shame

File a Breach | HHS | Office for Civil Rights | Contact U.S. Department of Health and Human Services Office for Civil Rights Breach Portal: Notice to the Secretary of HHS Breach of Unsecured Protected Health Information

#### **Breaches Affecting 500 or More Individuals**

As required by section 13402(e)(4) of the HITECH Act, the Secretary must post a list of breaches of unsecured protected health information affecting 500 or more individuals. These breaches are now posted in a new, more accessible format that allows users to search and sort the posted breaches. Additionally, this new format includes brief summaries of the breach cases that OCR has investigated and closed, as well as the names of private practice providers who have reported breaches of unsecured protected health information to the Secretary. The following breaches have been reported to the Secretary:

#### **Show Advanced Options**



https://ocrportal.hhs.gov/ocr/bre ach/breach report.jsf



### US - Privacy Act of 1974

#### • Wikipedia:

- It establishes a Code of Fair Information Practice that governs the collection, maintenance, use, and dissemination of personally identifiable information about individuals that is maintained in systems of records by federal agencies.
- Each agency that maintains a system of records shall
  - upon request by any individual ... permit him ... to review the record and have a copy made of all or any portion thereof in a form comprehensible to him ...
  - permit the individual to request amendment of a record pertaining to him ...[2]



### **US - Freedom of Information Act**

- Scope
  - The act explicitly applies only to executive branch government agencies
- Nine exceptions
  - State secrets for national security
  - Trade secrets
  - Invasion of privacy
- Wikipedia:
  - The <u>Center for Effective Government</u> (now superseded by <u>POGO</u>) analyzed 15 federal agencies which receive the most FOIA requests in-depth. It concluded, that federal agencies are struggling to implement public disclosure rules



# Legislation in CH, Europe and US - Links

- CH
  - Federal Act on Data Protection
  - Freedom of Information Act

#### Europe

- http://ec.europa.eu/justice/data-protection/index\_en.htm
- http://ec.europa.eu/justice/data-protection/reform/files/regulation\_oj\_en.pdf
- https://www.access-info.org/

#### US

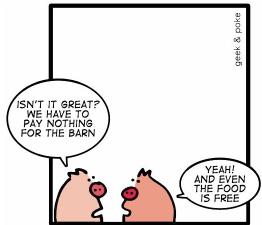
- https://en.wikipedia.org/wiki/Health Insurance Portability and Accountability Act
- https://en.wikipedia.org/wiki/Privacy Act of 1974
- https://en.wikipedia.org/wiki/Freedom\_of\_Information\_Act\_(United\_States)
- <a href="http://pogo.org">http://pogo.org</a> Project on Government oversight



### Conclusion

#### For Users

- Take care where you leave a trail
- PII is not where you think it is
- Remove data / only enter required data
- If you're not paying for the product, you are the product



#### For Organizations

- PII can pop up in unexpected places
- If you don't collect data, it cannot be stolen
- Prepare for failure it will happen
- Be aware of PII-requirements in your country



### A Summary of Your Online Privacy

