

QoN #2: Regulatory frameworks for security of personal information on major platforms

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Senator O'NEILL: I just want to ask about Apple and Google—the two different payment platforms. They operate very different models. I have some concerns that there's a risk to good value for money for the Australian people if these two remain the dominant platforms, that there are only those two and they can control costs. Although it doesn't seem like it's likely, I'm also concerned about the sale of Apple or Google to an entity that might not have the same standards we would expect in a democratic, open economy and so that could become a potential risk for the whole system. It could become a sovereign risk for countries like Australia. What is your view about security of competing business models and how fragile the ecosystem is?

Mr Gray: Some of those questions are potentially above my pay grade, and I will leave some of them to you. Data standards and information that are shared are obviously becoming more common as younger generations are putting more information online. It's incumbent on all of us to understand and provide a secure framework so that there's an implied level of security from all participants who are collecting data from Australians. I don't necessarily have the answer for you, but I acknowledge that the data point is probably slightly different to the competitive point with regard to the processing of payments where innovation can deliver outcomes that don't rely on Apple Pay to process a payment. I'd probably keep them separate, but maybe I'm lucky that we're out of time.

Senator O'NEILL: If you have anything to add on notice, I actually would be really interested in your insights there—especially seeing as Google has a no-fee model, and instead trade in data. By my reckoning, as an average observer within the Australian population, there would be some higher level of risk. It would be good to get some insights on that.

Zip answer:

Every organisation that deals with information must ensure secure frameworks that safeguard personal information and ensure compliance with relevant laws. But overall Zip has no hard or fast view on what a future regulatory framework might look like going forwards. That is a policy matter that should appropriately be determined by the Parliament.