Baycorp Advantage

Question on Notice from Senate Legal and Constitutional Review Committee 19 May 2005

How many times has Baycorp Advantage been "hacked" into in the last three years?

- There has been no successful attempt to gain access to our system in the last three years.

- For the purposes of this response we have taken the definition of hacking to be unauthorised attempts to gain access to our computer systems.

- On average, there are approximately 20 co-ordinated and unauthorised attempts to hack into our systems on a monthly basis.

- Baycorp Advantage has extensive Information Security policies in place to maintain the security of our systems and our data. These practices comply with industry security standards, and are reviewed regularly to ensure ongoing effectiveness.

- We take extensive measures to guard against inappropriate access to our systems by our customers. In order to gain access to credit bureau data, companies are vetted against stringent criteria. Customer usage is monitored and irregularities are investigated.

- We investigate customers when improper use is suspected. If an investigation were to find that a breach had occurred, the customer's access would be revoked and the appropriate authorities informed

- Additionally, we also guard against unauthorised access by our own staff. On one occasion we had cause to investigate a minor breach where a staff member attempted to alter files in consumers' favour.

- We have a zero tolerance policy for inappropriate access by staff, and all staff activity on the data base is monitored. The breach was detected and the file rectified, and the employee's contract was terminated. The matter was reported to the police, and we have since reviewed our monitoring systems again and tightened them even further to prevent a reoccurrence.