

GDPR and Cyber Security

Case Study

At a glance

Business

Not-for-profit

Industry

Education and Training

A leader in global education and training for over 50 years, UNSW Global is a not-for-profit, wholly owned enterprise of UNSW Sydney (University of New South Wales).

The Situation



- ✓ UNSW Global provides leading university pathway programs, comprehensive language courses, flexible English language teacher training, and cutting-edge assessment solutions to support highly targeted learning strategies.
- ✓ UNSW Global offers both on site learning in Sydney, Australia, and remote learning in Asia-Pacific and EMEA. As a result of its global market (in particular its partnerships with EMEA organisations) and a desire to put customers at the heart of everything, UNSW Global elected to become GDPR compliant, whilst uplifting its Privacy by design and default, and its cyber security status.



The Solution

To meet these requirements experteq and UNSWG formed a GDPR and Cyber Security Program. This program aimed to:

- ✓ Identify and remediate cyber risks present in UNSWG's business structure and operations
- ✓ Achieve compliance with EU GDPR and Australian Notifiable Data Breach (NDB) Data Protection regulations
- ✓ Institute a privacy culture within UNSWG
- ✓ Create a competitive advantage over other educational institutions through GDPR compliance and superior privacy practices

The first steps were to employ the MSFT GDPR assessment tool to identify areas of non-compliance, and areas for improvement. Alongside the GDPR assessment, a NIST analysis was also conducted to provide additional cyber security risk identification.

A key issue identified by GDPR analysis was that the university did not know all of the

personal information it collected, where it was stored, who had access to it and with whom it was shared. Furthermore, discreet business units within the university had contrasting views on what data could be shared, and with whom.

UNSWG chose the Microsoft 365 (M365) A5 suite to address a significant part of its security attack surface including Data Leak Prevention (DLP), Data Governance, End Point protection, Advanced Threat Analytics/Protection and Compliance reporting. The Microsoft 365 (M365) suite consists of:

- ✓ Office 365
- ✓ Enterprise Mobility + Security suite
- ✓ Windows 10
- ✓ Defender ATP

As the university already utilised Office 365 for all staff, an upgrade to M365 was a clear path to take. M365 A5 was identified as the optimum version as it allows a

Outcomes



- ✓ This automated data classification, applied through EM+S and O365, helps automate the data management and data handling policies, and improves the university's DLP position. Persistent file level encryption allows for more secure transmission of data and provides a greater level of control and recovery capability in the event of a data breach.
- ✓ In addition to the data classification available through EM+S, the university is evaluating Windows Defender ATP as its endpoint protection solution, replacing Symantec. The recent availability of Windows Defender ATP on Windows 7 was a key factor in this decision. Successful evaluation will allow the university to achieve substantial cost savings through consolidation.
- ✓ Multi-Factor Authentication (MFA) has been deployed in a number of cases particularly for staff who have privileged access to important data.
- ✓ The university has concerns around data leakage, via cloud collaboration tools. It wishes to ensure the safe and appropriate sharing and management of data, without placing a severe restriction on the use of cloud collaboration tools. The deployment of Cloud Application Security Broker (CAS-B) is planned for late 2018.
- ✓ Further leveraging of EM+S capabilities, in particular Intune, and the integration of Advanced Threat Analytics (ATA) data is planned for at a later date.
- ✓ Alongside the capabilities available through M365 A5, cultural change is also a key part of the GDPR and Cyber Security Program.
- ✓ Working with experteq project managers and privacy consultants, the university has sought to develop and embed a privacy culture and implement Privacy by design and default. Privacy impact assessments continue to be conducted on an ongoing basis. Executive privacy and security briefings are held regularly and Data Protection Officer (DPO) responsibilities have been assigned to a senior staff member. A data breach response plan has been prepared and tested.
- ✓ These actions are substantially improving the university's GDPR compliance status and cyber risk profile. They are also helping to embed the desired privacy culture and create the competitive advantage sought.
- ✓ UNSWG, Microsoft 365 and experteq services are delivering the business outcomes that UNSWG need for these times when cyber risk is a significant challenge for all organisations.



Why experteq?

✓ Heritage

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

✓ Security

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

✓ Reliability

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

✓ Compliance

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

✓ Expertise

Our team brings the skills, knowledge and systems that distinguishes us from others.

✓ Collaboration

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

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