



## Customer Data and Privacy – It's a People Thing

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# The Gigabit Society and the Challenges that we face...

High Speed Fibre Connectivity

Always connected...everywhere!

Pace of change in Technology

Globalisation

Increased Regulation

Ever Increasing Digital Footprints

Real Time Information Sharing

Driverless Vehicles

Drone Deliveries

VR Surgery

Smart AI



# Technology advancement presents greater security threats...

**Service Disruption**

**Integrity of  
Information**

**Erosion of Controls**

**Exposure of  
Corporate Secrets**

**Reliance on fragile  
connectivity**

**Ransomware Hijacking  
Privileged User Coercion**

**Automated Misinformation  
Falsified Information  
Subverted Blockchain  
Shatters Trust**

**Regulatory Change  
Deterioration of Controls  
Jurisdictional Challenges**

**Surveillance Laws Exposure  
Rush to Deploy AI –  
Unexpected Outcomes**



# You should automate controls, but people need to be at the heart...





# Trust, it's a cultural thing...



## Educate

- Leadership Buy-in
- Security Awareness Programmes
- Gamification
- Embrace Technology

## Empower

- Engage the Business
- Localised Accountability
- Risk Based Decision Making
- Encourage Open Conversations

## Recognition

- Reward Good Behaviour
- Communicate
- Continual Improvement
- Two-way Trust

#BeProud #TheSimpleThings #WeCare #OneTeam #DoingWhatsRight



Defining a culture that values trust, ownership and togetherness

We are

# The Red Line

Ready. Resolved. Together.



**The future is exciting.  
Ready?**



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