



Office of the Victorian
Information Commissioner

INFORMATION FOR AGENCIES

Information Security Risk Statement Library

Risk statements

This document lists the risk statements published across all of OVIC's information security incident notification insights reports.

The risk of...	Caused by...	Resulting in... ¹
Unauthorised disclosure of personal information <i>(Compromise of confidentiality)</i>	Employees accidentally sending emails to incorrect recipients	Impact to individuals whose personal information was affected
Unauthorised collection and use of client information <i>(Compromise of confidentiality)</i>	Former employee extracting data from a system for their own personal gain	Financial impact to the organisation
Unauthorised handling of customer records <i>(Compromise of confidentiality)</i>	Third party employees with inappropriate email settings	Impact to legal and regulatory compliance
Unauthorised access to health information <i>(Compromise of the availability)</i>	Malicious external threat actor intercepting mobile communications	Impact to service delivery

¹ The extent of the impact could be "limited" or higher depending on the context and nature of the incident and is left for an organisation to determine.

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The risk of...	Caused by...	Resulting in... ¹
Unauthorised modification of a database <i>(Compromise of the integrity)</i>	Cybercriminal exploiting a vulnerability in a cloud hosted system	Impact to individuals whose personal information was affected
Unauthorised access to government information <i>(Compromise of the confidentiality)</i>	Inappropriate disposal of hard copy records	Impact to reputation
Unauthorised disclosure of employee information <i>(Compromise of confidentiality)</i>	Incorrect permissions set on shared drive / MS Teams / line of business system / Google drive	Impact to individuals whose personal information was affected
Inappropriate handling of investigations information <i>(Compromise of confidentiality)</i>	Employee using unauthorised third-party software not approved by the organisation	Impact on public services (reputation of, and confidence in, the organisation)
Inappropriate handling of identity information <i>(Compromise of confidentiality and integrity)</i>	Employees failing to follow the identity checking process and being helpful to callers probing for information over the phone to change other customer records	Impact to individuals whose personal information was affected
Loss of client files <i>(Compromise of availability)</i>	Third party suffering a ransomware attack	Impact to service delivery
Customers not receiving their documents (letters/bills) in a timely manner <i>(Compromise of availability)</i>	Physical mail missing and not reaching intended mailing address	Impact to individuals

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The risk of...	Caused by...	Resulting in... ¹
Misuse of customer information for personal gain <i>(Compromise of confidentiality)</i>	Employees looking up customers' records without legitimate business reason	Impact to individuals whose personal information was affected Impact on public services (reputation of, and confidence in, the organisation)
Accidental access to client information <i>(Compromise of confidentiality)</i>	Third parties not following the labelling requirements of the organisation	Impact to individuals whose personal information was affected
Customers not receiving their letters in a timely manner <i>(Compromise of integrity and availability)</i>	Employees not paying attention and inputting incorrect data into customer database	Impact to individuals whose personal information was affected
Unauthorised access to systems and data <i>(Compromise of confidentiality and availability)</i>	Malicious threat actors stealing government devices and poor password practices by employees (password stuck on stolen device)	Impact on service delivery Impact on public services (reputation of, and confidence in, the organisation)
Financial fraud <i>(Compromise of integrity)</i>	Malicious threat actors conducting a business email compromise (BEC) and intercepting communications	Impact on organisation's finances
Unauthorised access to sensitive information after purchasing a second-hand computer <i>(Compromise of confidentiality)</i>	Authorised third-party not sanitising computers prior to reselling	Impact on public services (reputation of, and confidence in, the organisation) Impact to individuals whose personal information was affected

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The risk of...	Caused by...	Resulting in... ¹
Unauthorised access to hard copy documents containing personal information <i>(Compromise of confidentiality and availability)</i>	Threat actor accessing key-safe box mounted on the exterior of the building and gaining entry to steal assets	Impact to individuals whose personal information was affected Impact on service delivery
Financial fraud <i>(Compromise of confidentiality and integrity)</i>	Internal staff intentionally accessing customer accounts and changing bank details	Impact on organisation's finances Impact to individuals whose personal information was affected
Unauthorised access to sensitive information <i>(Compromise of confidentiality)</i>	Malicious threat actor launching a cyber-attack on an authorised third-party who retained public sector information longer than the required timeframe	Impact on public services (reputation of, and confidence in, the organisation) Impact to individuals whose personal information was affected Impact on legal and regulatory compliance
Unauthorised access to / inability to access public sector information <i>(Compromise of confidentiality and availability)</i>	Lost backup tapes during transit from authorised third party to public sector organisation	Impact to individuals whose personal information was affected Impact on service delivery
Poor data quality <i>(Compromise of integrity)</i>	Internal staff manually processing an application and inadvertently linking it to the wrong case	Impact on public services (reputation of, and confidence in, the organisation) Impact to individuals whose personal information was affected

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The risk of...	Caused by...	Resulting in... ¹
<p>Unauthorised access to / inability to access public sector information</p> <p><i>(Compromise of confidentiality and availability)</i></p>	<p>Thieves breaking into an authorised third-party premises and stealing a book / hard copy files and hard drive</p>	<p>Impact on service delivery</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Unauthorised access to public sector information</p> <p><i>(Compromise of confidentiality, integrity, and availability)</i></p>	<p>Malicious threat actor hacking third-party application account credentials that are the same as credentials used on VPS systems to either access public sector systems or publish on dark web</p>	<p>Impact on public services (reputation of, and confidence in, the organisation)</p> <p>Impact on service delivery</p> <p>Impact to individuals whose personal information was affected</p>
<p>Employee payroll information shared without employee consent with a superannuation fund</p> <p><i>(Compromise of confidentiality, integrity)</i></p>	<p>System change triggering an override function and subsequently incorrectly processing data, reverting employees to the default fund and informing the fund</p>	<p>Impact on public services (reputation of, and confidence in, the organisation)</p> <p>Impact to individuals whose personal information was affected</p>
<p>Inability to access public sector information</p> <p><i>(Compromise of availability)</i></p>	<p>System crash following a staff member rebooting one network device after a configuration change which caused a chain reaction on the rest of the network leading to connectivity issues</p>	<p>Impact on service delivery</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Inadvertent release of client information</p> <p><i>(Compromise of confidentiality)</i></p>	<p>Public sector organisation not redacting documents</p>	<p>Impact on public services (reputation of, and confidence in, the organisation)</p> <p>Impact to individuals whose personal information was affected</p>

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The risk of...	Caused by...	Resulting in... ¹
<p>Inappropriate handling and disclosure of payment information</p> <p><i>(Compromise of confidentiality, integrity)</i></p>	<p>Storing unredacted credit card information</p>	<p>Impact on legal and regulatory compliance requirements e.g. payment card industry data security standards (PCI-DSS)</p> <p>Impact to individuals whose personal information was affected</p>
<p>Inability to make phone calls or conduct electronic monitoring</p> <p><i>(Compromise of availability)</i></p>	<p>Telecommunications provider outage</p>	<p>Impact on service delivery</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Unauthorised access to customer ticketing data</p> <p><i>(Compromise of confidentiality)</i></p>	<p>Malicious threat actor compromising fourth-party supply chain</p>	<p>Impact on public services (reputation of, and confidence in, the organisation)</p> <p>Impact to individuals whose personal information was affected</p>
<p>Unauthorised disclosure of personal information or incorrect details due to utility bills being sent to incorrect recipient(s) and not the correct recipient</p> <p><i>(Compromise of confidentiality, integrity and availability)</i></p>	<p>System upgrade project with poor data quality</p>	<p>Impact to individuals whose personal information was affected</p> <p>Impact to service delivery</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Unauthorised disclosure of identity documentation</p> <p><i>(Compromise of confidentiality)</i></p>	<p>Accidental errors by internal staff not paying attention to detail or applying due diligence</p>	<p>Impact to individuals whose personal information was affected</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>

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The risk of...	Caused by...	Resulting in... ¹
<p>Inability to access an online Workplace Health and Safety Management platform to undertake normal operational duties</p> <p><i>(Compromise of availability)</i></p>	<p>Reliance on authorised third party hosting the platform and being unavailable to answer/return any calls</p>	<p>Impact to service delivery</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Unauthorised transfer/release of information including cabinet, intellectual property and personal information about other staff</p> <p><i>(Compromise of confidentiality)</i></p>	<p>Disgruntled staff member sending information to/from their own personal email account</p>	<p>Impact to individuals whose personal information was affected</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Disclosure of personal information published on website</p> <p><i>(Compromise of confidentiality and availability)</i></p>	<p>Misconfiguration of platform by third party not selecting the correct fields to redact before displaying information</p>	<p>Impact to individuals whose personal information was affected</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Incorrect customer records leading to unauthorised disclosure of address details to ex-partner</p> <p><i>(Compromise of confidentiality and integrity)</i></p>	<p>Incorrect data matching and linking of accounts during system migration</p>	<p>Impact to service delivery</p> <p>Impact to individuals whose personal information was affected</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Unauthorised use of corporate system(s) to evade detection of inappropriate actions</p> <p><i>(Compromise of integrity)</i></p>	<p>Intentional actions of a staff member installing unauthorised software and disabling multiple security controls on their computer</p>	<p>Impact on public services (reputation of, and confidence in, the organisation)</p>
<p>Defaced Victorian government website</p> <p><i>(Compromise of integrity and availability)</i></p>	<p>Malicious external threat actor hacking a website and replacing Victorian government information with inappropriate content</p>	<p>Impact to service delivery</p> <p>Impact on public services (reputation of, and confidence in, the organisation)</p>

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The risk of...	Caused by...	Resulting in... ¹
Unauthorised access to and use of ChatGPT to produce reports <i>(Compromise of confidentiality)</i>	Staff member uploading confidential information onto commercial large language model and copying output into a new document	Impact to individuals whose personal information was affected Impact on public services (reputation of, and confidence in, the organisation)