



Data Privacy Committee 2011-2012

Presentation

Las Vegas November 2011

Data Privacy Committee Members

Tony Passwater	AEII	Chair
Curtis Nixon	Fix Auto - El Monte	Vice Chair
James Giles	ANPAC	
Jack Rozint	CCC Information Services	
Michael Lloyd	California Casualty	
Rick Tuuri	Audatex a Solera Company	
Greg Horn	Mitchell International	
Doug Kelly	Cyncast	
Patrick O'Steen	DuPont	
John Vito	Hertz	
Ron Campney	Hertz	
Bob Smith	Storm Appraisers	
Jordan Hendler	WMABA	
Fred Iantrono	CIECA	
Frank Terlep	Summit Software	
Trent Gegax	APU Solutions	
Steve Daniel	LaMettry's Collision	
Aaron Schulenburg	SCRS	



Mission Statement

The Mission of the CIC Data Privacy Committee is to identify, discuss and address practices and rights regarding the access and usage of estimates and repair order data.



Scope

- 1) Identify the current companies capturing repair facility data through data pumps, and other forms of extraction software/methods, and how this data is being utilized, distributed, sold, or reported on.
- 2) Identify the current and future issues regarding the access and usage of repair facility estimates and repair order data.
- 3) Recommend guidelines, best practices, and/or standards if they exist, to protect the data rights of the individual subscribers, insurers, and vehicle owners when the information contained in the work product is being distributed, sold, or reported on outside their own internal usages.



Data Privacy Committee Activities

- Monthly Tele-conference Calls
- Working Initially at Identifying All Parties that Utilize, Distribute, and Resell Estimate/Repair Order Data.
 - Create Surveys to Accomplish Objectives
 - Survey 1 – Collectors of Data
 - Survey 2 – Verification of Occurrences
- Continue to Establish Definitions
- Create FAQ based on Problem Statements



Consumer Privacy verses Business Data Privacy



Consumer Privacy Laws

Personal information:

Massachusetts resident's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such resident:

- (a) Social Security number;
- (b) Driver's license number or state-issued identification card number;
- (c) Financial account number, or credit or debit card number
 - with or without any required security code, access code, personal identification number or password, that would permit access to a resident's financial account; provided ...

However, that "Personal information" shall not include information that is lawfully obtained from publicly available information, or from federal, state or local government records lawfully made available to the general public.

Business Data Privacy

Typically not included in current Privacy Regulations

Determined typically by agreements between business and providers of product or services.

Providers typically provide usage details in Terms of Agreement and/or Data Usage Policies.

Much of policy surrounds the options for communicating to the user and the restrictions of sharing your e-mail and contact information with others.



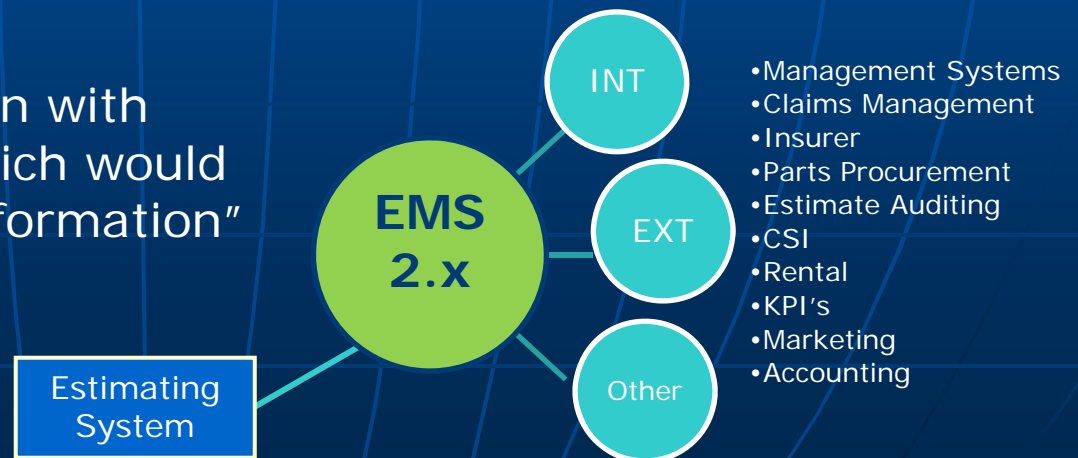
Current Collision Industry Concerns

Sensitive Information is being captured by local and SaaS estimating systems and being transmitted to 3rd party business partners, and used for importing into shop management and accounting systems.

EMS Standard 2.x unsecured data export being captured by many 3rd parties providing a variety of business services without approval of vehicle owner, or in some cases of repair facility.

Unnecessary personal* and business data information is being shared that is not required to perform the function or services ...

* However, not in combination with other listed information which would constitute the "Personal Information" definition.



Reporting Concerns

CIC Data Privacy Committee

- Created Online Survey – July 2011

www.surveymonkey.com/s/CICValidationSurvey

Designed to report possible “mis-usage” of data



Reports of Customer Concerns

Shop Owner's Son had Accident

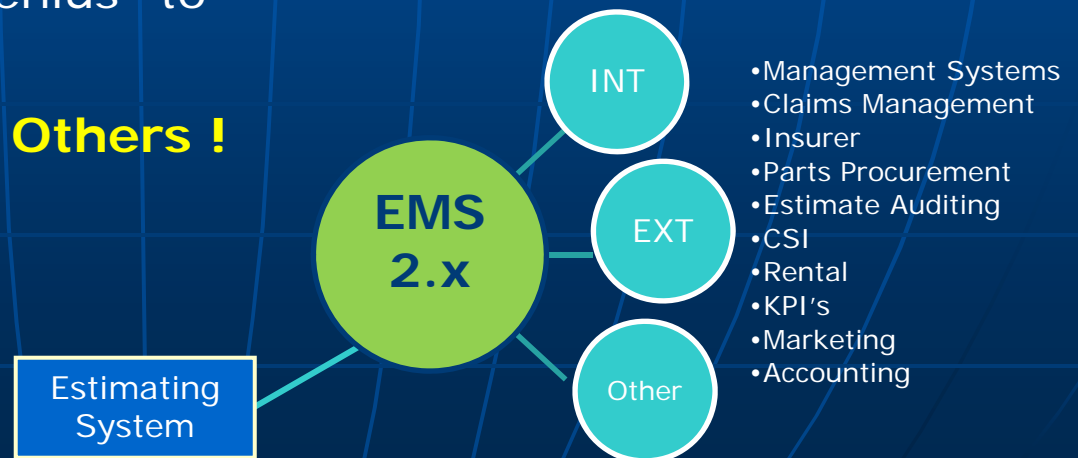
- No Insurance Claim
- Wrote Estimate - Fixed Vehicle
- Traded Vehicle Next Week
- CarFax Report Showed Damages

Two Customer's vehicles were totaled this week

- Within 1 week Rental Car Agency calls to sell a replacement vehicle

What is Called "Marketing Genius" to Opportunists is ...

An Invasion of Privacy to Others !



Identifying All Parties

CIC Data Privacy Committee

- Created an Additional Online Survey – July 2011

www.surveymonkey.com/s/5C3QVP8

Designed to identify who, what, how data is being collected or shared.



Changes Needed

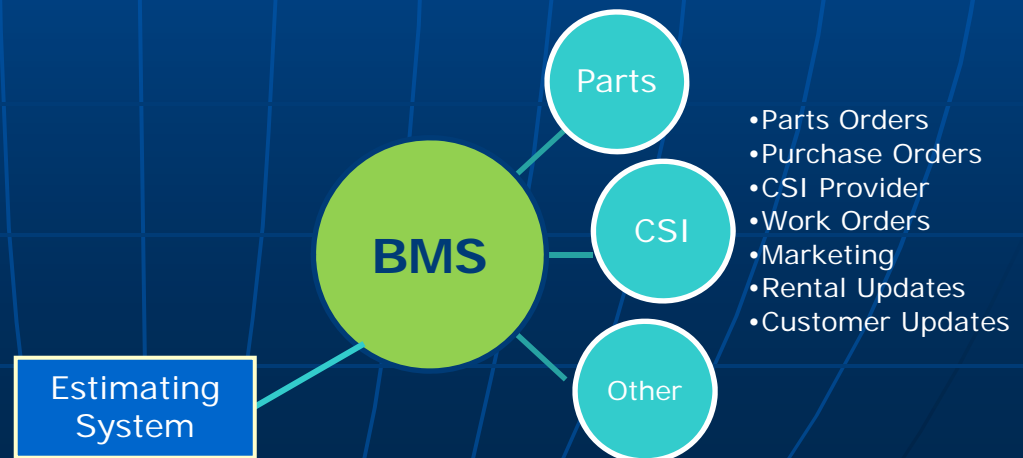
CIECA BMS Standard adopted that provides better security of data usage and limits information transmitted based on functionality needs...

Examples:

CSI file does not need estimate line details

Parts Orders do not need vehicle owner name/address, etc

Transparency is Needed as to
How, Where, and to Whom
any Data is Being Captured.



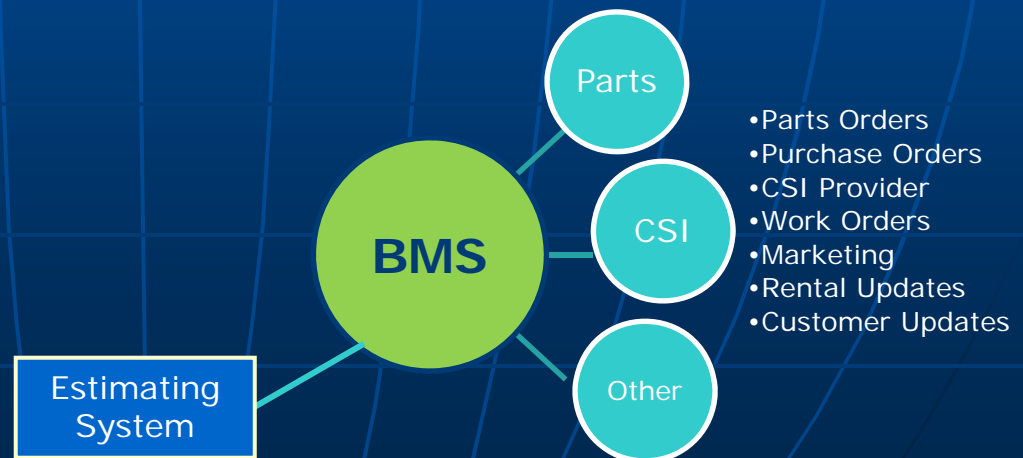
Where Does it Begin ?

Information Providers (Estimating Systems)...

MUST ...

Sunset EMS 2.x

Provide a BMS Release Date ... and Stick to It !



Questions or Comments ?

Please Contact:

Tony Passwater

(317)290-0611

Tony.Passwater@aeii.net

Curtis Nixon

(626)926-3975

cnixon@fixauto.com

