Unisys Additional Security Research
Australia – October 2009

The Australian Unisys Security Index for October 2009 also features the results of additional research undertaken on a range of security issues.

Four additional questions were asked as part of the Unisys Security Index:

- The level of concern or otherwise about the ability of financial service providers and governments to keep personal information private.
- The level of willingness or otherwise to use a biometric identifier to authenticate identification.
- Which, if any, biometrics would you be willing to use to verify your identity to banks, government departments and other organisations to prevent fraudulent misuse of your personal information?
- Response to the trend of organisations storing confidential personal data on third party remote computers.

Additional Question One: The level of concern or otherwise about the ability of financial service providers and governments to keep personal information private

Just over half those surveyed held some level of concern about the ability of both financial service providers and governments to keep their personal information private.

- Approximately 3 in 10 Australians responded that they were extremely or very concerned about this issue.
- 31% were extremely or very concerned about the ability of their financial services provider to keep their personal information private.
- 27% were extremely or very concerned about the ability of government to keep their personal information private.

Demographics – Financial service providers

- People aged 35 and over and those without children in their household were more concerned about this issue.
- 34% of those aged 35+ were extremely or very concerned about the ability of their financial service provider to keep their personal information private compared to 23% of those aged 18 – 34 years.
- Similarly those from blue collar households were also more likely to be extremely or very concerned about this issue; 37% said they were extremely or very concerned about the ability of their financial

service provider to keep their personal information private compared to 24% of people from white collar households.

- Those with a university qualification were less concerned; 22% said they were extremely or very concerned compared to 37% of those with a college or apprentice qualification.
- Those belonging to higher income households were also less concerned than those earning less; 25% of those with a household income above $80,000 were extremely or very concerned compared to 35% of those with a household income less than $40,000.

Demographics – Government

- Older Australians were three times more likely to be extremely or very concerned about the ability of government to keep their personal information private.
- 36% of people aged 50+ are extremely or very concerned compared to 12% of those aged 18 – 34.
- Blue collar householders were also more concerned than their white collar counterparts – 33% of people from blue collar households were extremely or very concerned compared to 20% of those from white collar households.
- Again, higher income households were less concerned than those from lower income households. 19% of those with a household income of $80,000 or more were extremely or very concerned about the ability of government to keep their personal information private compared to 36% of those with a household income of $40,000 or less per year.

Additional Question Two: The level of willingness or otherwise to use a biometric identifier such as fingerprints, voice, eye scanning or hand scans to authenticate identification

Australians already have a strong track record in terms of supporting the use of biometric identifiers in order to verify they are who they say they are.

- Almost 7 out of 10 Australians (66%) were willing to use a biometric for identity authentication.
- 31% said they were unwilling to use a biometric.
- Support levels in the 60 percentile band were uniform across all demographic groups including sex and socio-economic groupings.

Additional Question Three: Which, if any, biometric would you be willing to use to verify your identity to banks, government departments and other organisations to prevent fraudulent misuse of your personal information?

Among those who are willing to use biometric identifiers willingness to use each type of biometric was as follows:

- PIN – 76%
- Personal Password – 74%
- Photograph – 77%
- Voice recording – 64%
- Fingerprint scan – 92%
- Iris scan – 86%
- Vascular scan – 69%
- Facial scan – 74%

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Older Australians were overall less supportive of Pins and Passwords than younger Australians but were not significantly different from younger Australians on the other biometrics.

PIN

- 65% of those aged 50+
- 87% of those aged 18-34

Password

- 64% of those aged 50+
- 83% of those aged 18-34

Additional Question Four: Response to the trend for organisations to store confidential personal data on third party remote computers

The majority of Australians want information they have given an organisation to remain with that organisation and not with a third party.

- 64% said they want information they have given an organisation to remain with that organisation.
- 18% said they were uncomfortable with information being stored remotely on third party computers and they would seek assurances that the data was kept secure.
- 15% said they thought the practice of information being given to an organisation and then being stored on a third party system was fine so long as good security was provided.

Background

These results represent findings of four additional questions asked alongside the October 2009 Unisys Security Index. 1202 respondents aged 18 years and over across Australia were surveyed by Newspoll between 4 – 6 September 2009. The questions and percentage results are as follows:

1. For each of the following, please say if you are personally concerned or not concerned about their ability to keep your personal information secure and private? If concerned is that extremely concerned, very concerned or somewhat concerned?

	Financial Service Providers	National & Local Governments
Extremely Concerned	13%	10%
Very Concerned	18%	17%
Somewhat Concerned	20%	26%
Not Concerned	47%	45%

2. Biometric technology presents a way for merchants and financial institutions to confirm a customer's identity. Biometrics uses things such as fingerprints, voice, eye scanning or hand scans to authenticate a customer. The customer would no longer need to remember a pin number or password and the process would be as fast, or faster than what you may use today. The customer would have to provide a fingerprint or scan which would be stored in a database. If you were guaranteed that the biometric you provide would be secure, would you be willing or not willing to use this form of identification?

    Willing – 66%

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Not Willing – 31%

Don't know – 3%

3. Which of the following, if any, would you be willing to use to verify your identity with banks, government departments and other organisations to prevent fraudulent misuse of your personal information? (among those willing to provide a biometric)

A personal PIN number – 76%

A personal password – 74%

Your photo – 77%

A recording of your voice – 64%

A scan of your fingerprint – 92%

A scan of your eye – 86%

A scan of the blood vessel pattern in your hand – 69%

A scan of your face – 74%

4. Increasingly, organisations are replacing their own computer equipment and software with ones they rent from third parties, accessed over the internet. This means that some of the confidential data they hold about you might not be stored on the organisation's own equipment, but on remote computers. Regarding this growing trend, which of the following statements best describes your opinion?

It is fine with me as long as they can provide good security – 15%

It makes me uncomfortable and they would have to prove they can keep my data secure – 18%

I want my data kept within the organisation I choose to deal with – not a third party – 64%

None / don't know – 3%

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Contact Information

Media requests:
Julian Brophy, Perception Partners
ph: 02 9699 2722 or 0408 276 749
email: julian@perceptionpartners.com.au

Briefing requests:
Sue Henderson, Unisys
ph: 0414 883 484
email: susan.henderson@au.unisys.com

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