



Data Privacy Task Force “Committee” 2011-2012

Presentation

January 13-14, 2011 - Palm Springs, CA

Data Privacy Members

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WMABA

Condon Consulting

CIECA

Fix Auto - El Monte

Chair

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The Need for this Committee

Current Data Policies Were Originally Designed for Proprietary Networks/Relationships

Data exchanged was through a business relationship between repairer and a specific insurer or group of insurers from a DRP agreement.

Data or the “work product” resided on local system owned by user.

Information was shared based on profiles and for communication to the insurer through an estimating system or claim management software.

Information shared was only what was uploaded through the estimating system or claims management software.



Cloud Computing

Internet-based computing, whereby shared resources, software and information are provided to computers and other devices on-demand, like a public utility.

This technology has been envisioned for over 15 years ...

It is inevitable to become
The "norm" for all
computer software.

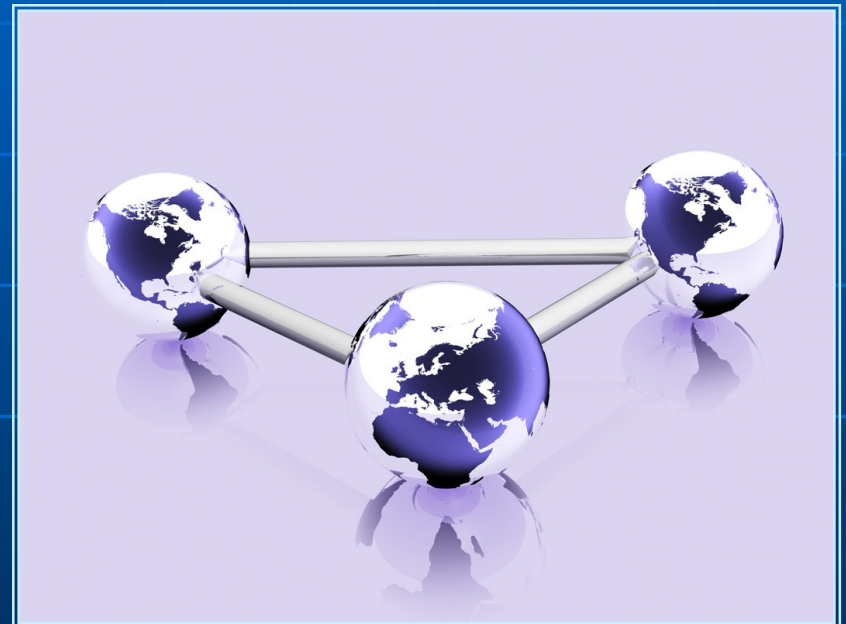


Cloud Computing

Not only the application resides outside the facility, but typically the data or “work product” also resides with the application outside the facility.

The internet becomes the network connection.

This new data paradigm requires different data privacy considerations.



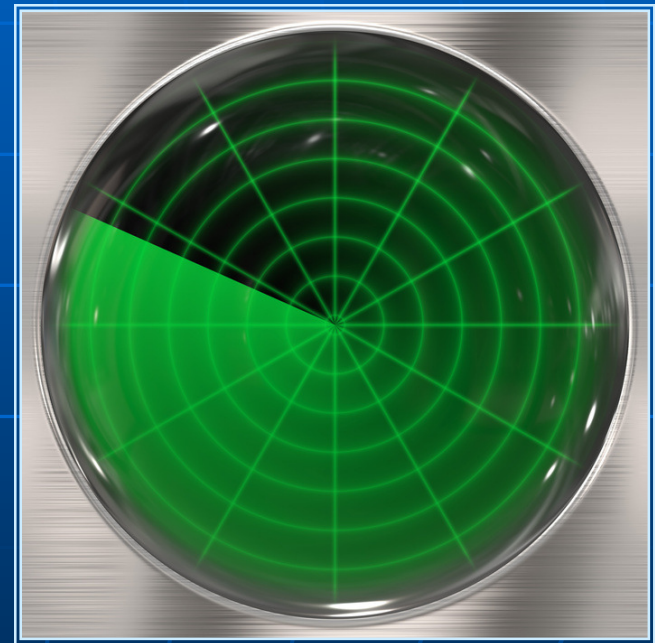
New Business Data Privacy Concerns

ALL Data is now "Uploaded" and accessible for aggregation, usage based on IP's data usage policy or terms of agreement.

Individual rights no longer dependent upon if repairer has a business relationship with a specific or group of insurers.

Every estimate is on the "radar"

- Your daughter's car
- Your best buddies car
- Your rebuilders



Fundamental Question:

Where is all the data going, how is it being used, and what should be the rights of the subscriber for its usage ?



Data Privacy Task Force Activities

- Data Privacy Task Force Met Three Times by Tele-conference.
- Expanded Task Force to Include Larger Cross Section of Industry
- Created Scope of Task Force/Future Committee
- Established Initial Definitions



Data Privacy Task Force - Scope

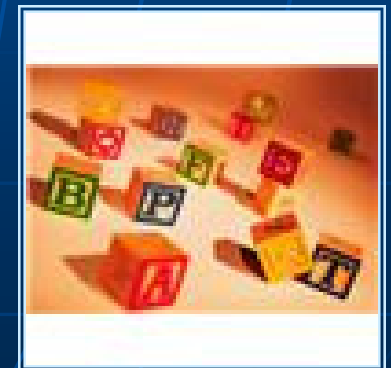
The Purpose of the CIC Data Privacy Task Force:

- 1) Identify the current and future issues regarding the access and usage of repair facility estimates and repair order data.
- 2) 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.
- 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 Task Force - Definitions

- Business Data
- Client Data
- Estimate Data
- Repair Order Data
- Personal Data
- Cloud
- Data Access
- Data Pumps
- Data Rights
- Work Product
- Licensing Agreement
- Terms of Usage
- Rights of Use
- Data Policy



CIC Body Input (Open Mic)

- ✓ Do We Continue and Become a Committee ?
- ✓ Edits to the Scope Needed ?
- ✓ Additional Issues to Consider ?
- ✓ Anyone Interested in Being Part of the General Committee?



Questions or Comments ?

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