



# Data Privacy Committee 2012

Presentation  
SEMA – October 2012

# Data Privacy Committee Members

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Mitchell International

Cyncast

Hertz

Storm Appraisers

CIECA

Liss CarStar

APU Solutions

GW and Son Auto body

SCRS

ASA

Precision Collision Repair

Roger Beasley Collision Center



# 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 Concerns

## Consumers

- a) How does collision damage on my vehicle end up on CarFax ?
- b) Why am I getting calls to buy a vehicle as soon as my car totals ?
- c) Why are shops/insurers releasing my data ?



# Data Privacy Concerns

## Repairers

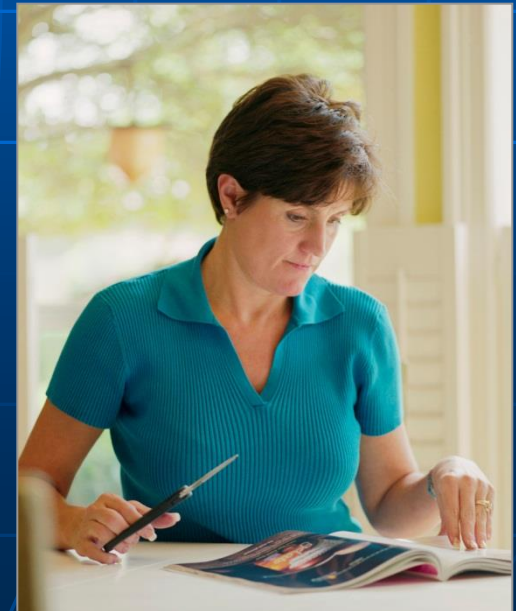
- a) Why and How is "our data" being distributed ?
- b) Why do we not have options to "opt out" any sharing ?
- c) How does "Cloud Computing" change this ?
- d) Do we violate DRP agreements as the data is distributed ?
- e) Why do 3rd party vendors have financial information on our businesses ?
- f) Who has or is distributing my data ?



# Data Privacy Concerns

## Insurers

- a) Is our claim data being shared outside our agreements ?
- b) Are our supplier agreements being followed ?
- c) Are our insureds being exposed to data breaches ?





# Key Findings

- 1) Consumer Privacy Laws Have Very Narrow Application
  - a) Generally Financial, SSN, Drivers License Number in combination with name.
  - b) Name, Address, Telephone, Vehicle – Does Not Apply
- 2) B2B Data Privacy Generally Determined by Contract – Terms of Usage
  - a) State to State Laws Apply
- 3) Data Ownership – Complex
  - a) IP's License Part Numbers and Parts Prices from OEM's
  - b) IP's May License Labor Times
  - c) IP's Developed P-Page Logic and workflow for software
  - d) Shops/Insurers License Software Usage
  - e) Shops/Insurers Create Work Products (Estimates/RO's)





# Key Findings

- 4) EMS – Unsecure System for Communication between Parties
  - a) BMS Standard Available, but Not Generated by Estimating Systems
  - b) Some 3<sup>rd</sup> Parties – Convert to BMS
  
- 5) Identification of Companies that access, distribute, use estimating and repair order data has been difficult and non-cooperative responses.
  - a) Very few responses to survey request
  
- 6) Identification of “Real” Data Breaches
  - a) Ongoing Survey: [www.DataPrivacyIssue.com](http://www.DataPrivacyIssue.com)
  - b) Designed to validate issues from “Hearsay”
  - c) None to Date indicates information directly from IP’s
  - d) Accident Reports have been scrubbed for information
  - e) IP’s Terms of Usage indicates they can distribute data



# 2012 Data Privacy Panels

- January Meeting
  - Information Providers and Repairer Panel
- April Meeting
  - Repairer Panel
- July Meeting – I-CAR
  - Insurer Panel

# SEMA Panel Discussion

- Moderator – Tony Passwater - AEII
  
- Panelist
  - Rick Tuuri                      Audatex ... A Solera Company
  - Jim Dickens                    CCC Information Services
  - Greg Horn                      Mitchell International
  - Nick Kostakis                 AASP
  - Denise Casperen              ASA
  - Aaron Schulenberg         SCRS
  - Chris Evans                  State Farm

# Questions or Comments ?

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