The South Carolina Department of Motor Vehicles Establishes Third Party Privacy Practices

The Customer
The South Carolina Department of Motor Vehicles (SCDMV) administers the state's motor vehicle licensing and titling laws by maintaining strict controls to deliver secure and valid identification, licenses, and property records.

The Challenge
SCDMV has relationships with third-party organizations who utilize South Carolina's citizen personal information, for various purposes such as insurance companies who make risk decisions when writing policies. It's important this data is protected and kept private. SCDMV desired to assess the level of third-party adherence to their privacy policies and procedures,

The Solution
To meet SCDMV's goals, Kuma developed a solution that would allow SCDMV to evaluate and measure each partner against contractual requirements and industry best practices. This included:

- an assessment tool to evaluate adherence
- identify privacy frameworks and relevant regulatory requirements for third-party relationships
- an appraisal of compliance through document discovery and review, and evaluation activities.

SCDMV

CUSTOMER
South Carolina Department of Motor Vehicles

SERVICE IMPLEMENTED
- Third Party Evaluation Assessment Tool
- Privacy Framework and Regulatory Requirements Identification
- Compliance Appraisal
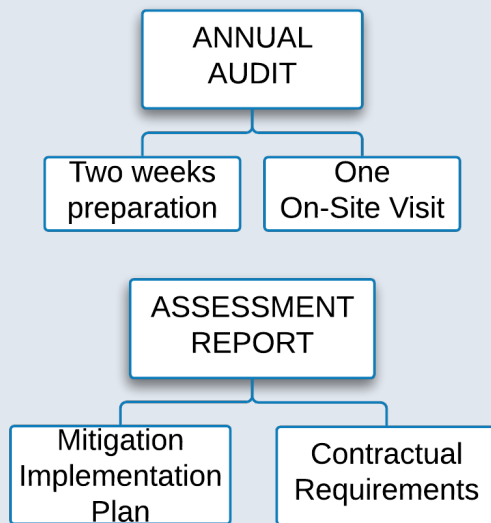
RESULTS

for the organization:
- Established best available privacy practices
- Better security and privacy of their personal information
- Improved method of data accessibility
- Transitioned away from weak passwords to multi-factor authentication
- Revised third party contracts to include multi-factor authentication

for third party partners:
- forward aligned against NIST Cybersecurity Framework
- Improved awareness of potential security and privacy gaps, and minimized likelihood of a data breach

Kuma's compliance assessment tool comprises a specific framework that serves as a guide SCDMV can utilize to evaluate and measure each partner against contractual requirements and industry best practices.

OBJECTIVE

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        ANNUAL
         AUDIT
      ┌─────┴─────┐
  Two weeks      One
  preparation   On-Site Visit

     ASSESSMENT
       REPORT
   ┌──────┴──────┐
 Mitigation    Contractual
 Implementation Requirements
 Plan
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TASKS

Perform electronic and policy audit procedures on SCDMV customer systems and databases

Perform audit procedures on customer security and privacy awareness training, according to the contracts in place between the customer and SCDMV

Perform audit and procedures on customer authorization and audit processes

Perform audit procedures on customer client files

The Results

After gaining a clear process and tools to effectively manage privacy and security protocols with third-party partners, SCDMV felt assured they had implemented best practice privacy protections in place to secure their citizen's data. They established better security and privacy of their personal information, improved the way data is accessed, transitioned away from weak passwords to multi-factor authentication, and revised third party contracts to include multi-factor authentication. Third party partners results include forward alignment against NIST Cybersecurity Framework, improved awareness of potential security and privacy gaps, and minimized likelihood of a data breach.

Kuma

Kuma is a global privacy and security consulting company that provides progressive best practices for optimal success to every client, staffing each project with senior-level resources, and delivering influential thought leadership through strong industry relationships and quality partnerships.

Learn more at kuma.pro

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