

Interview with Nicole Falessi, ENISA regarding the report “Online as soon as it happens ”



Did you look at future applications of social networks as well?

The report on mobile social networks (MSN) describes the new services, provided by the mobile industry, aiming to integrate mobile phones and social networks. The report mainly focuses on the new mobile phone’s features allowing the social networks’ users to test a new kind of interaction and communication with friends and peers. Uploading a picture on a personal social network’s profile as soon as it has been taken or storing in one place all the contacts from phone and social networks are an example of the new services integration.

Which of the major risks and threats of MSN do you see is the most important?

When it comes to security risks and threats any privacy issue should be considered relevant. A lost or stolen mobile phone, for example, nowadays means losing data, pictures, personal and corporate details and can cause serious damage that can affect private and working environment. That’s why, when it comes to mobile social networks, it is a good practice to log out from the social network once the navigation is over and not to allow it to remember the password to access it, in order to avoid the loss of the user’s personal data and those of his friends whose contacts on the SNS have been synchronized with the mobile phone. The access to personal information by someone with malicious intent can lead to the possible misuse of personal data thus jeopardizing personal and professional life.

What does the European directive on data protection say regarding the protection of personal data?

The scope of the Directive on data protection is to apply to the processing of personal data (such as collection, storage, disclosure etc.) that must be fair, with a purpose limitation and with the consent of the person concerned or on a lawful basis. Member States shall provide one or more public authorities to ensure the proper application of the European Directive and in particular to protect the right to privacy of a natural person in the relation to the processing of personal data.

Is the European directive on data protection keeping up with the new technologies and is it enough to protect the privacy and security on the users' data?

Generally speaking it is difficult for the legislation to keep up with the development and launch of new technologies especially if we consider the case of the extraordinary development of social networks and the increasing number of users involved in social networking activities. The numerous issues and privacy concerns arising from the social networking activities require, in this sense, a legislative review to clarify the emerging scenarios.

What can companies/organisations do to prevent corporate leakage?

Companies and organisations should try to make users aware and fully understand the value of the information posted online and made available to others and stress the importance of the work-ethic within a company or organisation. They should organise internal awareness raising campaigns in order to educate their employees on such value and to increase their awareness on the reputational risks associated to an improper use of social networks.

Do you think that there will be an increase in the amount of organisations' policies regarding their members/employees use of social networking and MSN?

Corporate reputation is a growing concern within companies and organisations. The popularity of social networks requires organisations and companies that have not taken this phenomenon into consideration yet, to establish guidelines in their internal policies, communications and protocols.

Does ENISA see a need for any awareness raising campaigns regarding MSN?

ENISA is raising information security awareness on different security topics, including the use of MSN. User awareness is the first line of defence regarding privacy and security of personal and professional data. The paper '*Online as soon as it happens*' is designed to provide comprehensive information and a valuable tool to

understanding the risks and threats scenarios arising from the social networks and mobile social networks unsafe use, together with a set of recommendations for a safer surfing experience.

For report:

<http://www.enisa.europa.eu/act/ar/deliverables/2010/onlineasithappens>

For press release:

<http://www.enisa.europa.eu/media/press-releases/instantly-online-17-golden-rules-for-mobile-social-networks>

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