



# Loss or Theft of Equipment or Data

## What is Loss or Theft of Equipment or Data?

Every day, mobile devices such as laptops, tablets, smartphones, and Universal Serial Bus (USB)/thumb drives are lost or stolen, and they end up in the hands of hackers. Theft of equipment and data is an ever-present and ongoing threat for all organizations. In 2019, the Office for Civil Rights received reports of 54 loss or theft cases affecting 441,779 individuals. Although the value of the device represents one loss, the consequences of losing a device that contains sensitive data are far greater. In cases where the lost device was not appropriately safeguarded or password protected, the loss may result in unauthorized or illegal access, dissemination, and use of sensitive data.

Even if the device is recovered, the data may have been erased and completely lost. Loss or malicious use of data may result in business disruption and compromised patient safety, and may require notification to patients, applicable regulatory agencies, and/or the media.

## Real-World Scenario:

A physician stops at a coffee shop for a coffee and to use the public Wi-Fi with a secure Virtual Private Network (VPN) to review radiology reports. As the physician leaves the table momentarily to pick up his coffee, a thief steals the laptop. The doctor returns to the table to find the laptop is gone.

## IMPACT

Loss of sensitive data may lead to a clear case of patient identity theft, and with 41.4 million patient records exposed by 572 security incidents in 2019, much could be at stake if patient records make it to the dark web for sale.<sup>1</sup> This has serious repercussions for the patients health and security, as well as the reputation of the physician and organization.



## How Can HICP Help?

The publication, Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients (HICP), aims to raise awareness, provide vetted cybersecurity practices, and move towards consistency in managing the current most pertinent cybersecurity threats to the sector. The material on this flyer is a section of the publication that examines cybersecurity threats and vulnerabilities that affect the healthcare industry.

1 Davis, J. (2020, February 19). Over 41.4M Patient Records Breached in 2019, as Hacking Jumped 49%. Retrieved from <https://healthitsecurity.com/news/over-41.4m-patient-records-breached-in-2019-as-hacking-jumped-49>

## Staying Resilient to Loss or Theft of Equipment or Data

Heading out on a business trip or a personal holiday? You need to follow the same, and maybe greater, security procedures as you do in the office. Make sure you know your organization's policy on removing equipment from the workplace by asking:

- Can I travel with my equipment?
- Can I take my equipment offsite to work remotely?
- Are USB or other portable storage devices allowed?
- Is the information on the computer or storage device encrypted?
- Is there a secure VPN that I can use, along with secure, password-protected Wi-Fi, to log into the network and work?

**WHEN TO ASK ABOUT LOSS OR THEFT OF EQUIPEMENT OR DATA** | As soon as you realize that your device or equipment has been stolen or misplaced, your supervisor and IT security professional should be notified immediately so appropriate measures can be taken to safeguard the data saved on your device or equipment.

Your IT security support staff or similar point of contact should be notified when a work device or equipment has been misplaced, lost, or stolen. The data saved on them are now compromised and susceptible to unauthorized access, dissemination, and use. This is a serious cyber breach and should be handled by trained IT security professionals.

## How Can You Mitigate Loss or Theft of Equipment or Data?

Each individual threat discussed in the HICP publication provides threat specific mitigation practices. The table below lists the loss or theft mitigations along with a quick reference key to help locate further information in the HICP documents. The mitigation practices are covered in greater detail in the technical volumes included in the publication: Technical Volume 1 for Small Organizations and Volume 2 for all others.

### Loss or Theft of Equipment or Data Mitigation Practices to Consider

Encrypt sensitive data, especially when you store it and transmit it **(4.S.B, 4.M.C)**

Establish data backup processes with regular testing **(4.M.D)**

Acquire and use data loss prevention tools **(4.M.E, 4.L.A)**

Promptly report loss/theft to designated company individuals to terminate access to the device and/or network **(3.S.A)**

Maintain a complete, accurate, and current asset inventory to mitigate threats, especially the loss and theft of mobile devices such as laptops and USB/thumb drives **(5.S.A)**

Encrypt data at rest on mobile devices to be inaccessible to anyone who finds the device **(4.M.C)**

Process and identify clear accountabilities to clean sensitive data from every device before it is retired, refurbished, or resold **(5.S.C, 5.M.D)**

Key: 1-10 = Cybersecurity Practice | S = Small (Tech Vol 1) | M = Medium (Tech Vol 2) | L = Large (Tech Vol 2) | A-Z= Respective Sub-Practice

Example: **"1.S.B Education"**: "1" refers to the cybersecurity Practice "Email Protection System" | "S" refers to Small size organization | "B" refers to the sub practice for small size organization within the Email Protection System - Cybersecurity Practice, which in this case is **"Education"**