

# “The threats to privacy in e-Government”

September 2004

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26<sup>th</sup> International Conference on Privacy  
and Personal Data Protection

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## I. Introduction

### 1. The concept of e-Government

#### The Asian Development Bank

“e-Government is the use of information and communications technology (ICT) to promote more efficient and cost-effective government, facilitate more convenient government services, allow greater public access to information, and make government more accountable to citizens.”

#### The World Bank

“e-Government is the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government.”

### 2. Four stages of e-Government

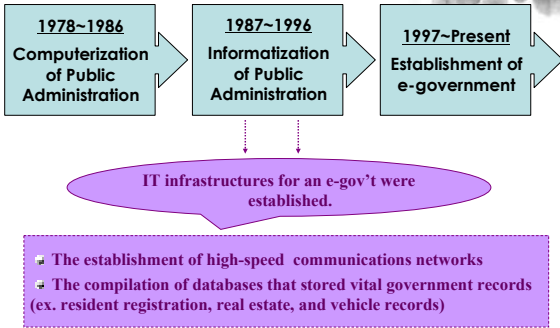
According to their level of electronic public administrative services:

- ① **Emerging Presence** (32 countries): A government web presence is established through a few independent official sites. Information is limited, basic and static
- ② **Interactive Presence** (55 countries): Users can download forms, contact officials, and make appointments and requests
- ③ **Transactional Presence** (17 countries): Users can actually pay for services or conduct financial transactions online → *Korea*
- ④ **Seamless or Integrated Presence** (none): Total integration of e-functions and services across administrative and departmental boundaries

-“Benchmarking E-government: A Global Perspective  
(2001, UN)”-

## II. Development of e-Government in Korea

## 1. History

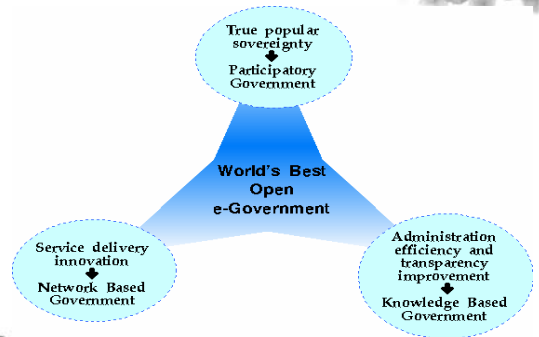


## 2. Legislations and policy

- From late 1990s to 2000**  
 "Framework Act on Informatization Promotion", "e-Commerce Act", "e-Signature Act", "Electronic Promotion Act on Administration Processes for the Establishment of an e-Government", and "the Act on the Protection of Personal Information Maintained by Public Agencies" were enacted
- January 2001**  
 The Special Committee for e-Government was formed to complete the infrastructure for e-gov't within a reasonable time framework
- April 2003**  
 The Technical Committee for e-Government was established under the Presidential Committee on Government Innovation and Decentralization in order to keep driving e-government initiatives forward

## III. Vision and achievement of Korea's e-Government

### 1. Vision



## 2. Achievement

- Improvement of civil services**
  - One-stop services
  - Establishment of the Single Window e-Government
- Enhancement of administrative efficiency**
  - To expand sharing of documents
  - Electronization of all work processes
  - Integrated management of information resource (KMS)
- Democracy**
  - Activation of political and policy participation of citizens: To establish "Sinmoongo" website (<http://www.sinmoongo.go.kr/>)
  - Opening of information
  - Legislature and Judiciary Informatization
  - Electronic voting

## IV. The threats to privacy in e-Government

## 1. The National Educational Administration Information System (NEIS)

### 1) NEIS

- To interconnect nearly 10,000 elementary and middle high schools, 16 cities and provinces' education government offices and affiliated agencies, and Ministry of Education & Human Resources Development (MOE) via the Internet

### 2) Purpose

- To increase the efficiency of the overall educational administration and to improve the working environment of teachers
- To promote better communications among parents, teachers, and students

## 2. The National Educational Administration Information System (NEIS) (CD)

### 3) Oppositions

- Too much sensitive personal information of a student such as health records or academic achievements is collected and stored without a consent of the student concerned
- An integrated & centralized & open (via the Internet) information system is more vulnerable to hackings or unauthorized accesses

### 4) Results

- To reduce the number and the kind of personal information to be stored in NEIS
- To spin off 3 sectors, school & education affairs (school performance records), school health (student health records) and admission & academic promotion, out of the NEIS's 27 sectors (such as accounting, human resources, etc.), and for the 3 sectors, to build and operate an separate individual server for each school, where the city and province education offices integrate and administer them.

## 3. Other Examples

### ☑ The Electronic National ID Card System

- 1) initiated by the Korean central government in 1996
  - 2) intended to adopt a smart card system which stores thirty-five kinds of personal information
  - 3) opposed to by citizens and NGOs due to concerns over its potential privacy violations
- Abandoned (2001)

### ☑ A DNA Database for finding missing children

- 1) Korean police announced its plan last year
  - 2) to collect and store DNA information of people who are held in a social welfare facility such as an orphanage
  - 3) in order for a DNA matching test to be conducted on families or relatives of missing children
  - 4) there was tremendous resistance from NGOs and great concerns of citizens over potential risks on privacy of such plan
- Implemented (2004) and two children have been found

# V. Personal Information Dispute Mediation Committee (PICO)

## 1. Foundation & Organization

### ☑ Foundation

- 1) Founded on December 3, 2001
- 2) An independent statutory body founded under "the Act on Promotion and Communication Network Utilization and Information Protection, etc."

### ☑ Organization

- 1) PICO consists of up to 15 members, including the chairman, who are specialists in various sectors related to personal information, such as lawyers, technologists, scholars, and representatives of business associations and consumer organizations.

## 2. Mission & ODR

### ☑ Mission

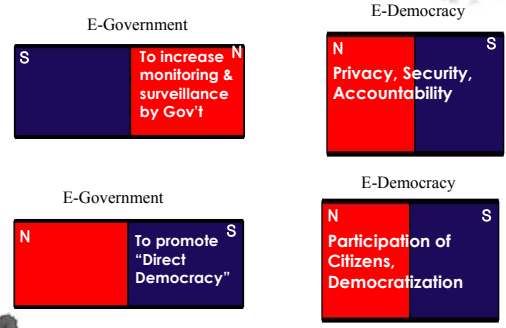
- 1) To mediate disputes concerning personal information in the private sector
  - i) \*02:1,237 cases
  - ii) \*03:845 cases
- 2) To develop the personal information protection system
- 3) To prevent personal information infringements : *Public Relations, Education, etc.*

### ☑ ODR (Online Dispute Resolution)

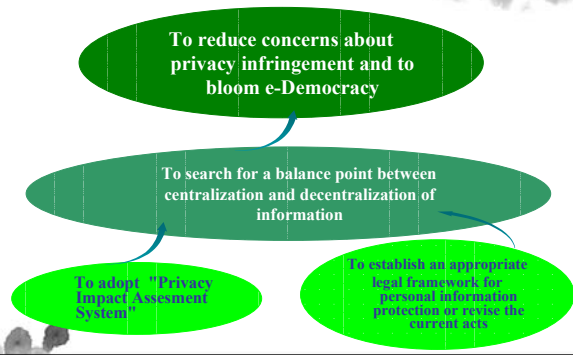
Currently, more than 95% of the complaints (1200 ~1300 per year) are filed via the Internet (<http://www.pico.or.kr>), or e-mail ([pico@kisa.or.kr](mailto:pico@kisa.or.kr)), and the majority of the mediation proceedings such as listening to the parties opinions (a hearing), fact-finding, etc. are conducted online.

# IV. Conclusion

## 1. The effects of e-Government on democracy



## 2. To embody e-Democracy through e-Government



# Thank you!!

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