

VR Security and Privacy Controls

Privacy and disclosure statement

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Purpose

This is an explanatory document covering the security and privacy controls in place for NZRC's deployment of Volunteer Rescue ("VR").

Background

NZRC has deployed the VR software-as-a-service tool to manage DRM teams around the country. VR is developed and maintained by SKRPC Holdings Inc of Fernie, British Columbia.

VR contains personal, contact and medical details for members, as well as details of training and deployment activities.

Security

System security

Servers running VR are hosted by [OVH](#) in a data centre located in Sydney, Australia. The staff of SKRPC has no direct physical access to the hardware.

VR for NZRC is hosted on a server dedicated to NZRC.

Remote management

Access to manage the VR application's files is restricted to SKRPC development staff. This access is only via [SSH with public-key authentication](#), and no root login is allowed. No web-based management tools such as cPanel or Webmin are installed or used.

Connections to the NZRC VR database are restricted by IP address to VR servers, SKRPC development staff, and NZRC's VR project technical lead for advanced reporting purposes. Database access provides full visibility of all records within VR.

Backups

Backups of the database and application files are compressed and written to an OVH-provided OpenStack object store, and retained as below:

- Nightly backups are kept for seven days
- Sunday backups are kept for four weeks
- The first backup of each month is kept for four months

Privacy

Least privilege

All access to VR is granted on a [least-privilege](#) basis, in line with recognised good practice in information security.

In this case “least privilege” includes only creating VR accounts for volunteers and staff who have a direct requirement for VR access.

When a member of a response team stands down from a team officer role, any additional VR access associated with that role is removed.

When a member of a response team transfers to another team their VR access is reviewed as part of the transfer process.

When a member of staff or of a response team resigns their account in VR is disabled.

Staff access – DRM staff

Staff within the Disaster Risk Management department of NZRC are given full access to manage the records of members of response teams, and Good and Ready volunteers. This includes full visibility of medical and contact records, and access to change these records.

Staff access – HD staff

Staff within the Humanitarian Development department of NZRC are given DRM staff-equivalent access to manage the records of Good and Ready volunteers.

These staff have access to a limited view of the profiles of all members’ records, showing: name, email address, NZRC general and/or truck driver, their DWST/CRT, any technical groups, and any dietary requirements.

Staff access – Staff other than DRM and HD

To support processing of applications to join DWST some NZRC staff may be given access to create VR logins for members of response teams and are given access at a level equal to DRM staff. These members of staff handle applications to volunteer with NZRC so are familiar with the sensitivity surrounding the records stored in VR.

On an as-needed basis some members of the NZRC training staff may be given limited access to view the profiles of response team members. This access does not include visibility of medical details but does include contact details. These staff are also given access to update training records.

Volunteer access – TL/DTL

As a DTL is expected to stand in for their TL as required there is no distinction in access between the two.

A TL/DTL has full access to view the profiles of members of their team, including medical and contact details. They have limited access to update training records for members of their team.

Volunteer access – Administration Officer

A team administration officer has TL/DTL-equivalent access for viewing and updating the records of members of their team.

Volunteer access – Equipment Officer

A team equipment officer has access to view contact and uniform size records for members of their team. They have no access to update records and cannot see medical details.

Volunteer access – Training Officer

A team training officer has access to view contact and training records of members of their team, but not medical details. They have TL/DTL-equivalent access for updating training records.

Volunteer access – Non-officers

Non-officer members of response teams have full access to view their profile records in VR. Some records – such as activation history or membership of technical groups – can only be modified by members of staff.

Volunteer access – Field Operations Manager

During an activation a FOM may be appointed. FOMs are senior DWST members who have received training in running a response in the field. When a member is appointed to the role of FOM they are given TL/DTL-equivalent access across all teams. Once they step down as FOM this access is removed.

Cross-team visibility

Team officers who can view the profiles of members of their own team have access to a limited view of the profiles of all response team members showing: name, email address, NZRC general and/or truck driver, their DWST/CRT, any technical groups, and any dietary requirements.

This access is provided to support running cross-team events.

Volunteer access – VR support team

As deployment of VR has been driven by members of response teams, advanced technical support is provided by a small group of members of response teams. This group is headed by the VR project technical lead, who is a member of a response team and a senior IT professional.

To enable provision of this support, the members of this group have administrator access to VR. Administrators can create, delete and access all user profiles and make configuration changes to the VR application.

The application is configured so that medical details are not shown to administrators, but they can see all contact and training records.

Sharing with other agencies

During response or recovery activities, it may be necessary to provide partner agencies with some information about deployed NZRC volunteers to support their management of those activities.

Minimum information shared will be a member's name, and if necessary specific skills or capabilities such as languages spoken. If the partner agency will be providing catering dietary requirements will also be shared.

Any sharing of contact details will only be with the express permission of the member.