

# Data Protection in the Energy Industry

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Think about a raindrop...



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# Who we are



As one of Australia's biggest energy providers, we believe we can make the biggest change.

AGL is a leading integrated essential service provider, with a proud 184-year history of innovation and a passionate belief in progress – human and technological.

We deliver 3.95 million gas, electricity, and telecommunications services to our residential, small and large business, and wholesale customers across Australia.

We operate Australia's largest electricity generation portfolio, with an operated generation capacity of 11,208 MW, which accounts for approximately 20% of the total generation capacity within Australia's National Electricity Market.

AGL has three simple strategic priorities: growth, transformation and social licence.

# Energy Market is Complex and Evolving shaping data protection requirements



*“Every nation / jurisdiction has a different operating model around retail, transmission / distribution and generation”*



*“The energy industry is in transition to emerging technologies around storage, firming and distributed assets”*



*“Increasing regulatory and compliance requirements around cybersecurity”*



*“Increased usage of IoT, sensors driving analytics and business decision making”*



*“Increasing inter relationships with cloud and 3<sup>rd</sup> party suppliers”*

# Contextualising Data Protection Awareness strategies

- Data and information protection is a shared responsibility for all staff and third parties which handle and interact with your data and information
- Enablement of a privacy and cybersecurity by design thinking and approach
- Ensuring that the messaging is relevant and simple for your industry
- Enter the raindrop campaign





# Raindrop Campaign

- Part of our Cyber Awareness team's delivery
- Build cyber advocates across the organisation
- Raindrop's are used to drive our hydro generation plants for renewable generation which make it relatable
- You don't need to be technical to relate to the importance of a raindrop and its potential



# Raindrops are precious just like our information



Cyber Security Protects, Predicts, Defends and Responds



Customers



Staff



3<sup>rd</sup> Parties



Assets



Information

Every piece of information is like a **raindrop - precious.**

Raindrops can fall **anywhere** and be used by **anyone**

Unless they are **collected and safely stored**

**Protected and carefully managed by our people**

**To maximise potential**

# Use the 5 R's to be information wise and make every drop count

**Recognise**  
how precious  
it is

**Regulate** how  
and who  
accesses it

**Be Responsible**  
and safely  
collect, store  
and use it  
wisely

**Respect** and  
protect the  
information

**Realise** its  
potential



# Applies to people and our assets

Be information wise – every drop counts

Information  
is a precious  
gift. Protect  
it. Respect it

Don't flush  
away our  
information

Don't waste  
a drop

Check for  
leaks in the  
system

Is  
information  
leaking out  
of your  
device?

Every drop of  
water  
matters

Don't be a  
Wally with  
our  
information

Who's  
drinking our  
information?

# Questions

