

JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA



KEITH A. REGAN  
COMPTROLLER  
KA LUNA HO'OMALU HANA LAULĀ

CHRISTINE M. SAKUDA  
CHIEF INFORMATION OFFICER  
LUNA 'ENEHANA

**STATE OF HAWAII | KA MOKU'ĀINA O HAWAII**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES | KA 'OIHANA LOIHELU A LAWELAWÉ LAULĀ**

**OFFICE OF ENTERPRISE TECHNOLOGY SERVICES | KE'ENA HO'OLANA 'ENEHANA**

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

The Honorable Ronald D. Kouchi  
President of the Senate  
and Members of the Senate  
Hawaii'i State Legislature  
State Capitol, Room 409  
Honolulu, Hawaii'i 96813

The Honorable Nadine K. Nakamura  
Speaker of the House  
and Members of the House  
Hawaii'i State Legislature  
State Capitol, Room 431  
Honolulu, Hawaii'i 96813

Dear President Kouchi, Speaker Nakamura, and Members of the Legislature:

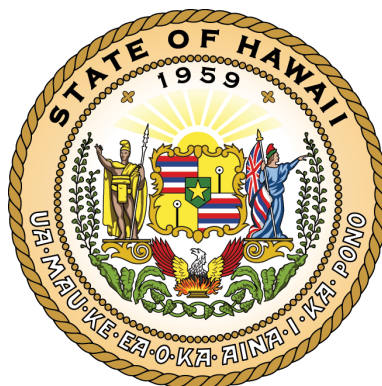
On behalf of the Information Privacy and Security Council, which is assigned to the Department of Accounting and General Services and chaired by the State Chief Information Officer, the Office of Enterprise Technology Services respectfully submits the attached Annual Summary Report on the government agencies' personal information systems, pursuant to HRS section 487N-5(d).

In accordance with HRS section 93-16, this report may be viewed electronically at <http://ipsc.hawaii.gov/>.

Sincerely,

Christine Sakuda  
Chief Information Officer

Attachment



INFORMATION PRIVACY AND SECURITY COUNCIL

ANNUAL SUMMARY REPORT

December 19, 2024

SUBMITTED TO

THE THIRTY-THIRD STATE LEGISLATURE

## **Information Privacy and Security Council Annual Summary Report**

The Information Privacy and Security Council (IPSC) submits the following summary report on the existence and character of government agencies' personal information (PI) systems, pursuant to section 487N-5(d), Hawaii Revised Statutes (HRS).

The IPSC has received the individual annual reports submitted by government agencies of the State of Hawaii, City and County of Honolulu, Hawaii County, Maui County, and Kauai County, in accordance with HRS section 487N-7. Enclosed are the council's findings and summary of recent legislation to protect PI handled by government agencies.

### **BACKGROUND**

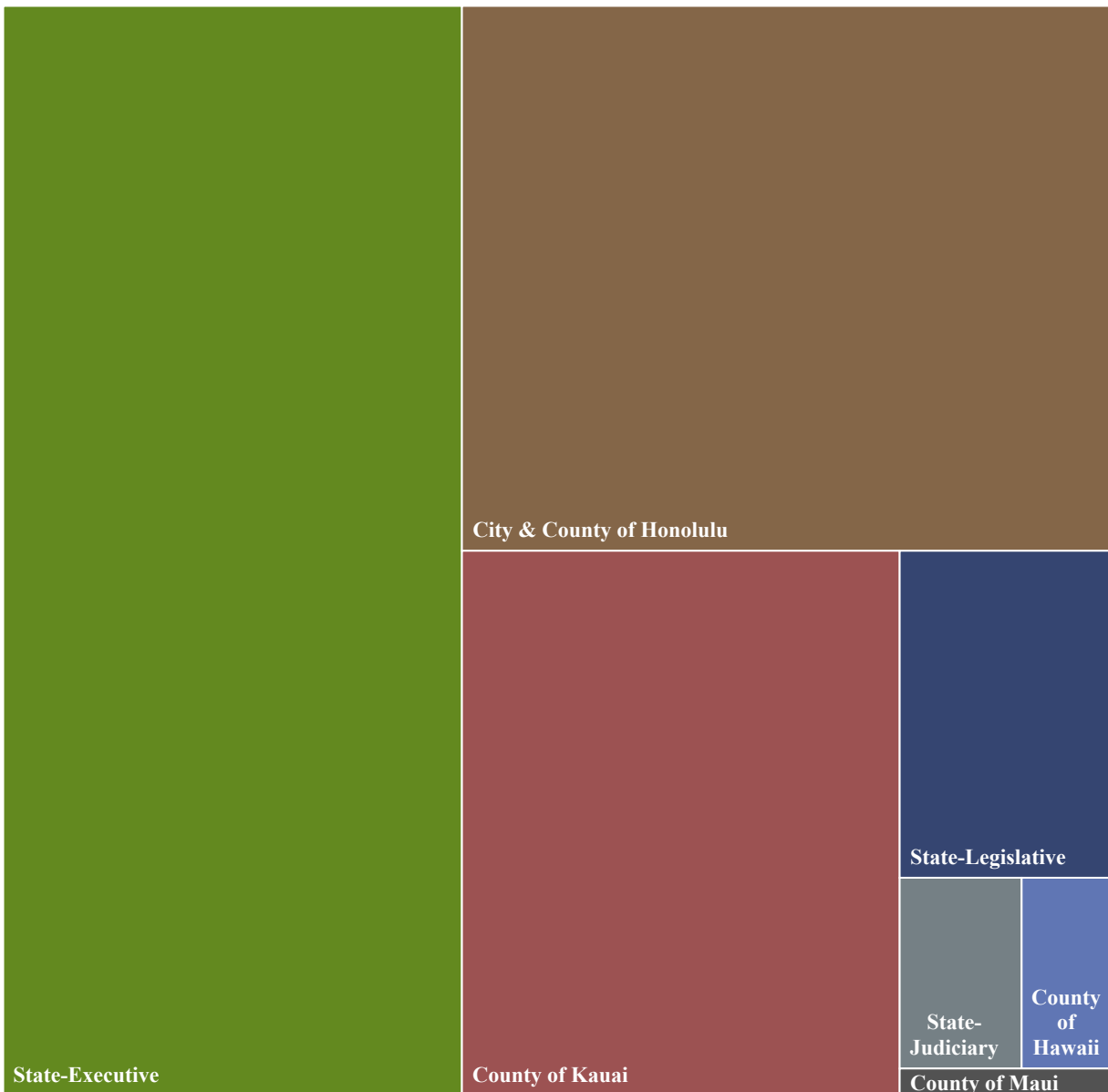
Any State or local government agency that maintains one or more personal information systems is required under section 487N-7, Hawaii Revised Statute (HRS), to submit to the IPSC an annual report on the existence and character of each PI system added or eliminated since the agency's previous annual report.

The IPSC continued with the "paperless" method of reporting to all jurisdictions and departments. All agencies had the option of using the IPSC's Privacy Impact Assessment (PIA) fillable PDF, accessible to agencies through the IPSC website ([ipsc.hawaii.gov](http://ipsc.hawaii.gov)), to comply with their reporting requirement.

**General Statistics**

There was a total of **208** Privacy Impact Assessment (PIA) reports that were submitted this year. Below is a breakdown and summary of the government agencies that submitted a PIA report. For additional information, see **APPENDIX A – Collection Breakdown**.

- City & County of Honolulu: **61 (29%)**
- County of Hawaii: **3 (1%)**
- County of Kauai: **41 (20%)**
- County of Maui: **1 (less than 1%)**
- State of Hawaii – Executive Branch: **86 (41%)**
- State of Hawaii – Judiciary Branch: **4 (2%)**
- State of Hawaii – Legislative Branch: **12 (6%)**

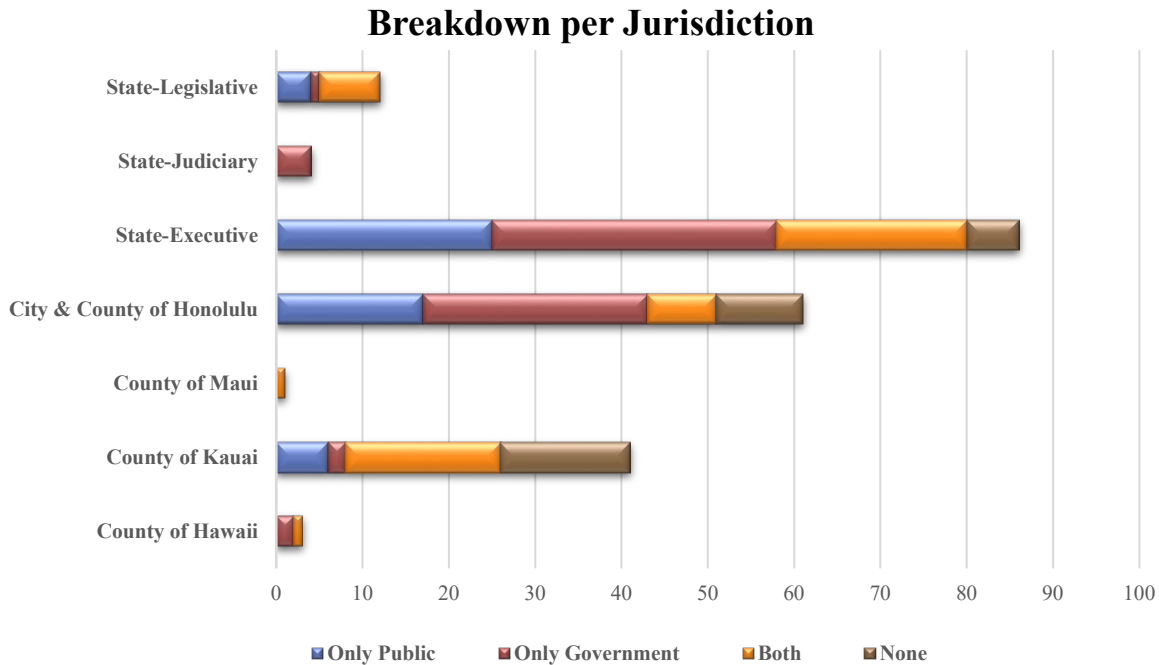


**Data Landscape**

75 government agencies reported they have systems/applications that collect Constituent and/or Government Employees information; 15% of agencies’ systems/applications and/or the agency does not collect/contain personal information.

Below is a summary of the percentage of reported systems/applications that collect/contain such information:

- 27% collected/contained both **Constituent and Government Employees**
- 25% collected/contained only **Constituent** information
- 33% collected/contained only **Government Employee** information

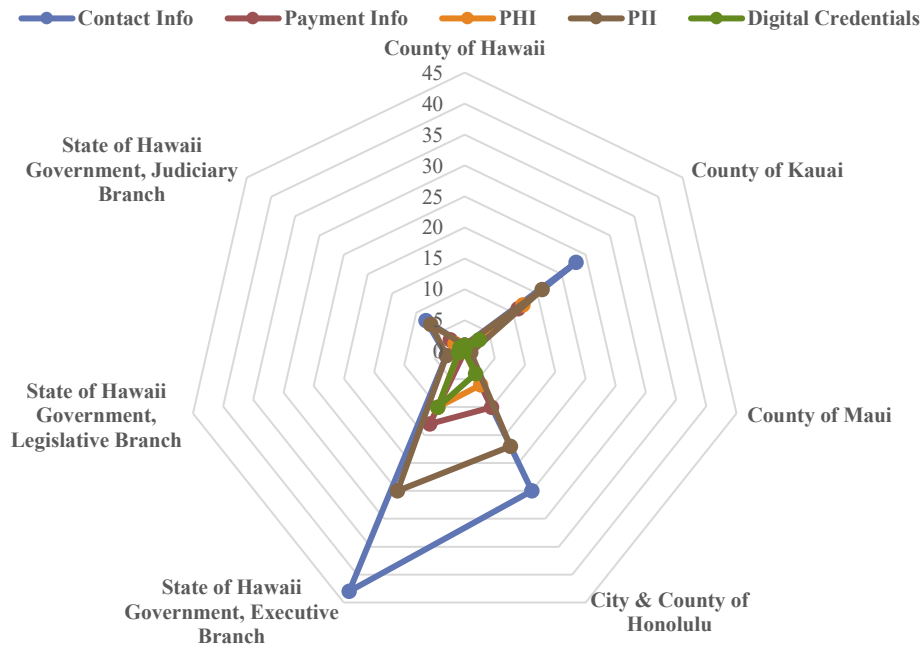


*The following chart illustrates the responses from government agencies stating whether they collect personal information from Constituents and/or Government Employees.*

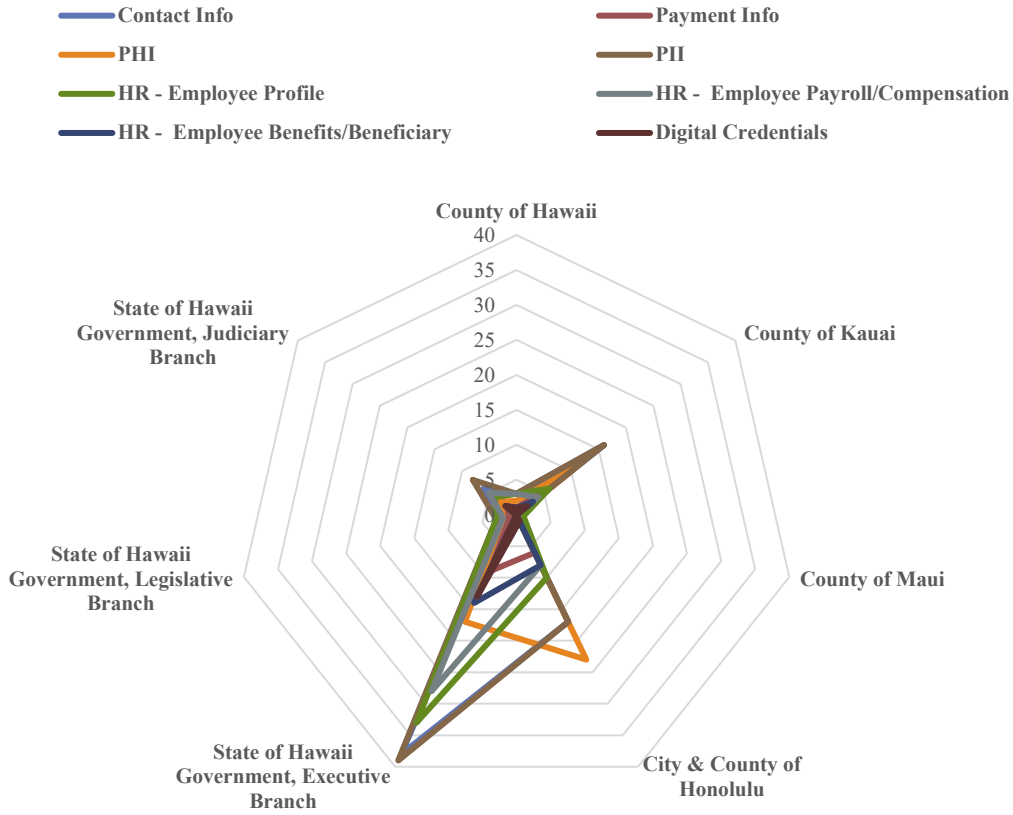
Types of Personal Information	Constituents	Government Employees
Contact Information (e.g. Home/Business/ E-Mail Address, Phone Numbers, etc.)	39%	20%
Payment Information (e.g. Credit/Debit Card No, Financial Account No., etc.)	15%	7%
Protected Health Information (e.g. Medicare/Medicaid, patient information etc.)	12%	14%
Personal Identifiable Information (e.g. Social Security No., Driver’s License No., etc.)	27%	21%
Digital Credentials (e.g. Security Codes/Passwords, Biometrics, etc.)	8%	5%
Human Resource - Employee Profile	0%	14%
Human Resource - Employee Payroll/Compensation	0%	12%
Human Resource - Employee Benefits/Beneficiary	0%	7%

*The table describes the types and percentage of Government Employees and Constituents personal information that is collected by agencies.*

## Constituent Information



## Government Employee Information



*Data landscape of Constituent (top) and Government Employee (bottom) personal information collected by agencies per total count of reported systems/application.*

### Data Origination and Volume

49% reported systems/applications receive personal information by the Constituent themselves, whereas 51% are entered on behalf of the user by an internal agency staff, third-party source, and/or programmatically from another system.

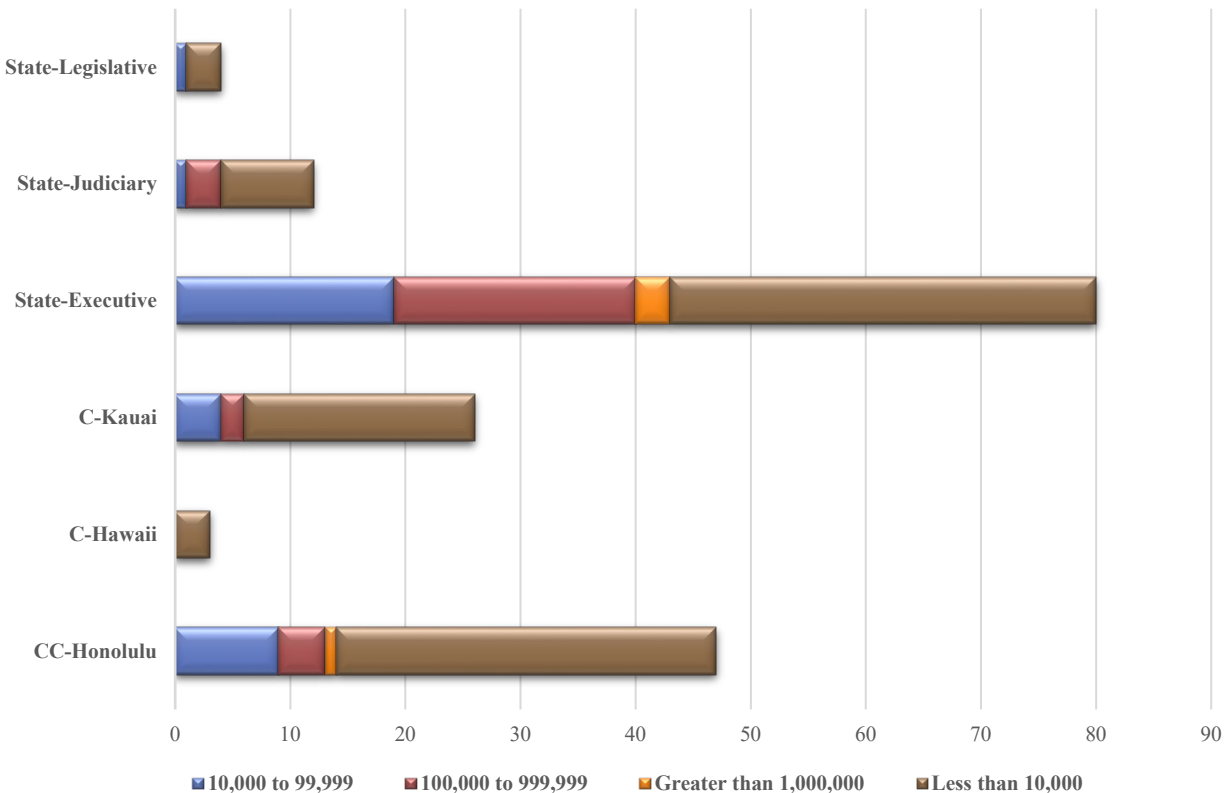
For agencies who responded that the personal information is *entered on behalf of the user by an internal agency staff, third-party source, and/or programmatically from another system*:

- 48% stated that the information originated from other **State, Local, Tribal, and Territorial (SLTT) government entities**
- 34% stated that the information originated from **Third-Party Vendors**
- 6% stated that the information originated from **other entities (Private Corporations, Non-profits, etc.)**

Below is a summary and chart describing the volume of personal information collected/contained on agencies' systems/applications:

- 59% reported systems/applications collected/contained **less than 10,000** records
- 19% reported systems/applications collected/contained between **10,000 to 99,999** records
- 17% reported systems/applications collected/contained between **100,000 to 999,999** records
- 2% reported that their systems/applications collected/contained **more than 1,000,000** records

### Data Volume

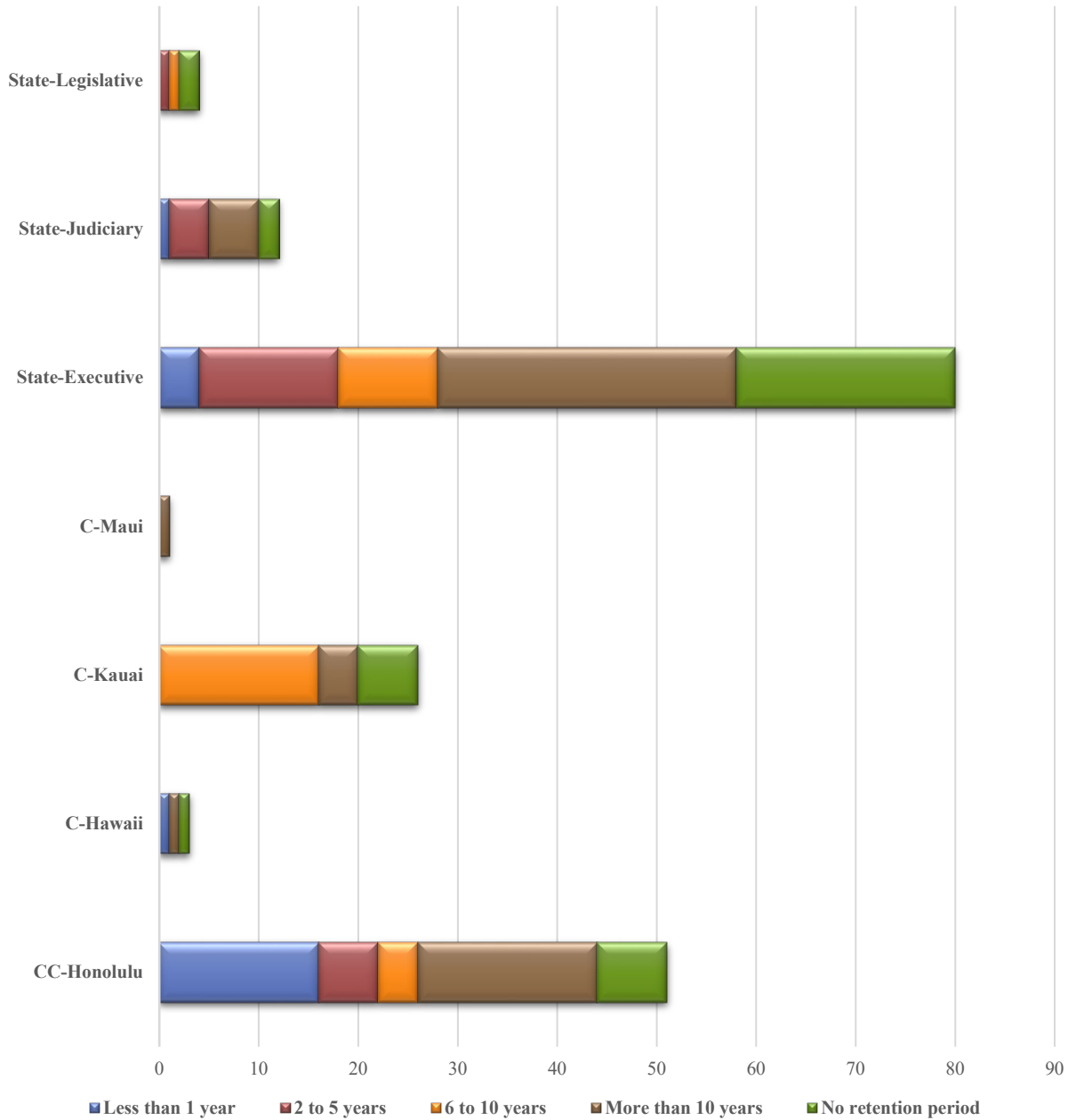


### Data Retention

The following summary and graph describe the agencies' data retention period of personal information on reported systems/applications. The assessment summarizes that:

- **12%** of reported systems/applications store personal information for **less than 1 year**
- **14%** of reported systems/applications store personal information for **2 to 5 years**
- **18%** of reported systems/applications store personal information for **6 to 10 years**
- **33%** of reported systems/applications store personal information for **more than 10 years**

### Data Retention Period



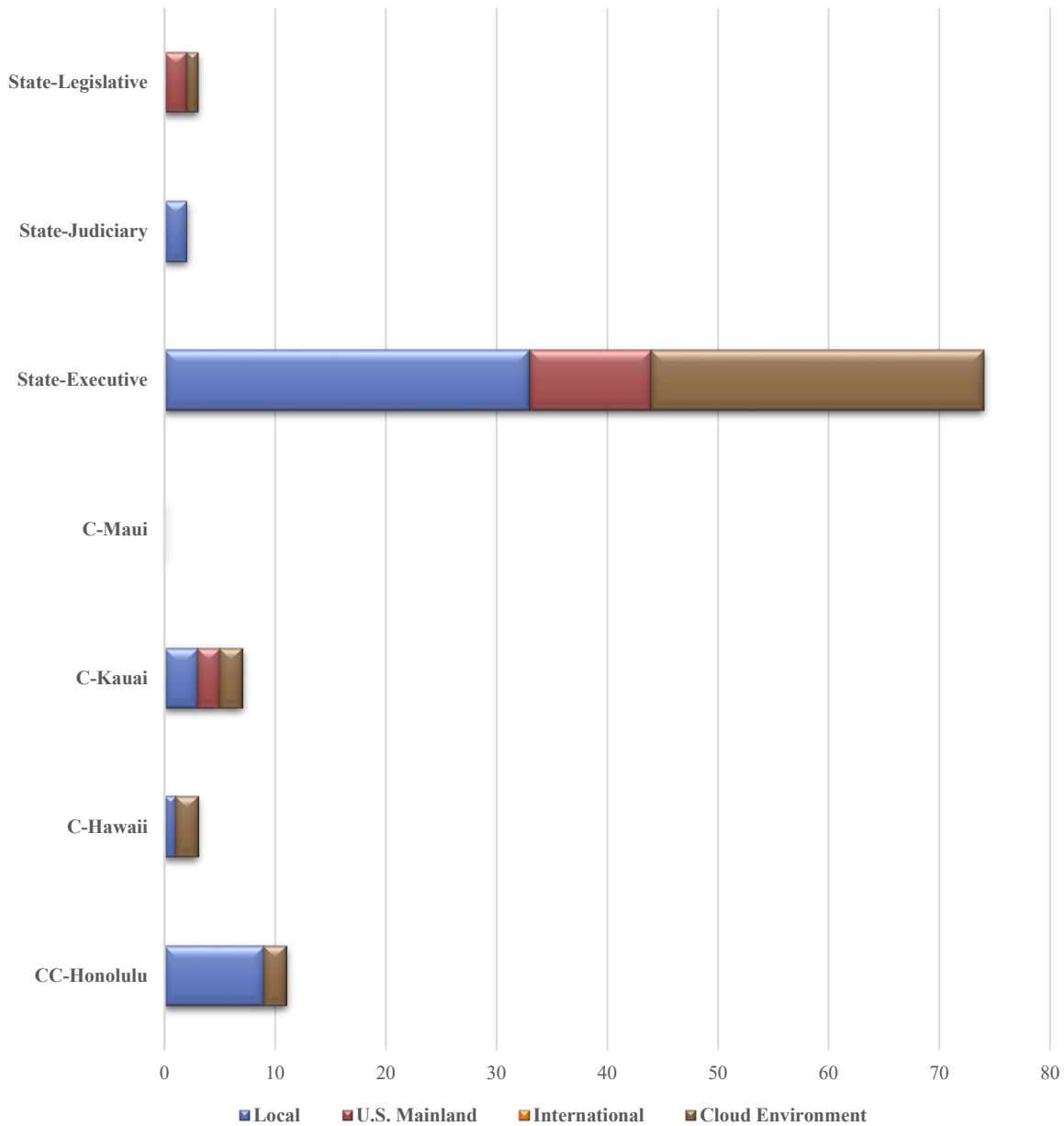


### Data Backup

44% of government agencies reported that they have a backup strategy for the personal information they collect and store. Per the assessment's summary:

- 48% of reported systems/applications backup personal information **Locally (within miles of the business)**
- 15% of reported systems/applications backup personal information in the **U.S. Mainland**
- 37% of reported systems/applications backup personal information in **Cloud Computing Environments**
- **No systems/applications** store personal information **Internationally**

### Data Backup Location

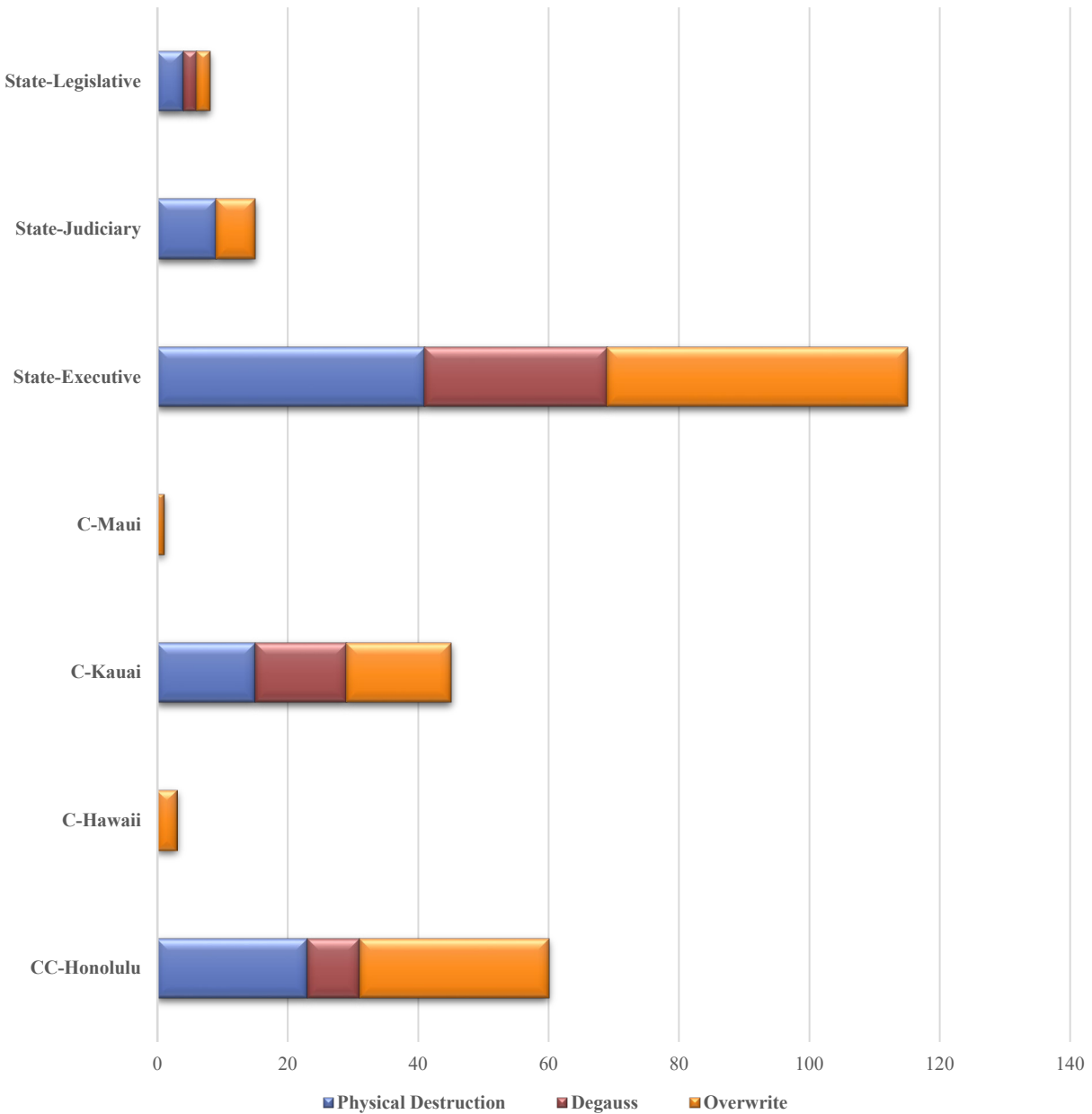


### Data Disposal

The following summary and chart describe the data disposal practices performed by agencies once the personal information system/application is no longer needed:

- **37%** of government agencies reported that they **physically destroy** their records with personal information
- **21%** stated that they **degauss** their records
- **42%** **overwrite** their data.

### Data Disposal



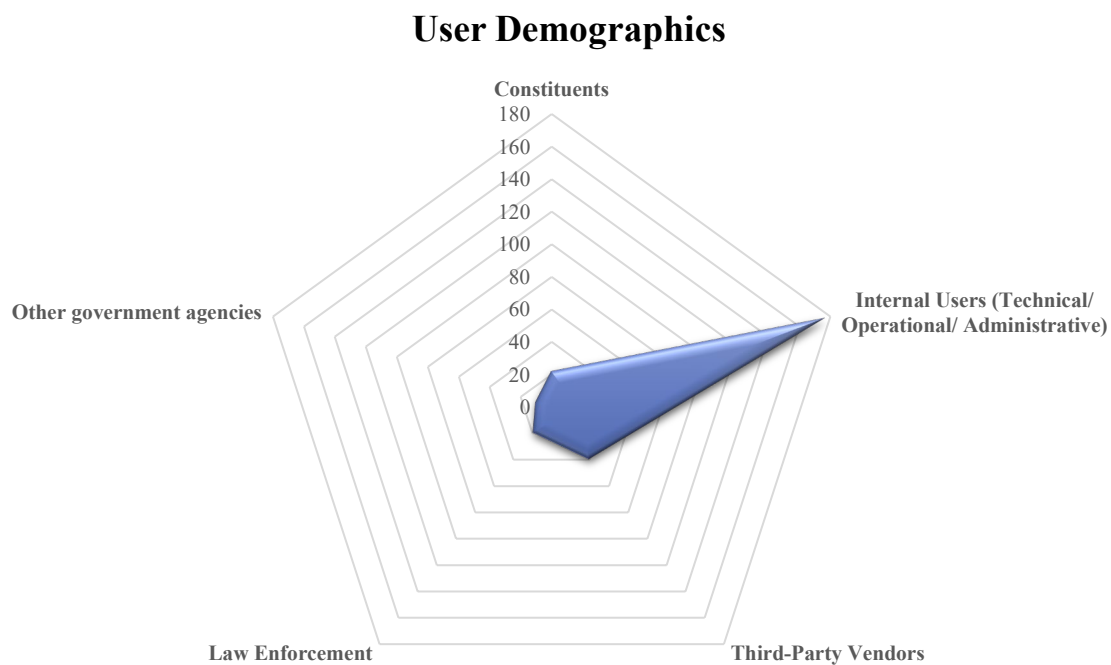
### ***User Access and Demographics***

**84%** of government agencies responded that personal information is remotely accessible to the Public, internal users (e.g. government employees), third-party vendors, law enforcement, etc. To access personal information:

- **91%** of reported systems/applications require users to authenticate (with a username and password)
- **39%** require additional methods of authentication (e.g. Time-Based Security Codes, Biometric Verification, Security Questions, etc.)

The following statistics and graph summarize the user demographics accessing and/or handling personal information.

- Constituents: **8%**
- Internal Users: **66%**
- Third-Party Vendors: **15%**
- Law Enforcement: **7%**
- Other government agencies: **4%**



<b>Web-based (e.g. web application, browser, etc.)</b>	36%
<b>Secured Network Shares (via virtual private network connection)</b>	69%
<b>Secured Terminal Services (via Secure Shell, Transfer via virtual private network connection)</b>	6%

*The following table describes agencies' responses on how personal information is accessible via secured means*

## **APPENDIX A – Collection Breakdown**

Below is a summary of government agencies that submitted PIA reports in 2024

### **City and County of Honolulu**

Board of Water Supply  
Corporation Counsel  
Department of Budget and Fiscal Services  
Department of Community Services  
Department of Customer Services  
Department of Design and Construction  
Department of Emergency Management  
Department of Emergency Medical Services  
Department of Enterprise Services  
Department of Environmental Services  
Department of Facility Management  
Department of Human Services  
Department of Information Technology  
Department of Land Management  
Department of Parks and Recreation  
Department of Planning and Permitting  
Department of the Medical Examiner  
Department of the Prosecuting Attorney  
Department of Transportation Services  
Honolulu Authority for Rapid Transportation  
Honolulu Fire Department  
Neighborhood Commission  
Office of Economic Revitalization  
Office of the City Auditor  
Office of the Mayor  
Royal Hawaiian Band

### **County of Hawaii**

Department of Finance  
Department of Human Resources

### **County of Kauai**

Agency on Elderly Affairs  
Agency on Transportation  
Department of Finance  
Department of Human Resources  
Department of Planning  
Department of Public Works  
Department of Water  
Kauai Emergency Management Agency  
Kauai Fire Department

Kauai Police Department  
Office of Boards & Commissions  
Office of Economic Development  
Office of Housing  
Office of Liquor Control  
Office of Parks and Recreation  
Office of the County Attorney  
Office of the County Clerk  
Office of the Mayor  
Prosecuting Attorney's Office

**County of Maui**

Maui Police Department, Records Division

**State of Hawaii - Executive**

Department of Accounting & General Services  
Department of Attorney General - Child Support Enforcement Agency  
Department of Attorney General - Legal  
Department of Budget and Finance  
Department of Business, Economic Development, & Tourism  
Department of Commerce and Consumer Affairs  
Department of Corrections and Rehabilitation  
Department of Education  
Department of Health  
Department of Human Services  
Department of Labor & Industrial Relations  
Department of Land & Natural Resources  
Department of Taxation  
Department of Transportation - Administration Division  
Department of Transportation - Highways Division  
Office of the Governor  
Office of the Lt. Governor  
University of Hawaii System

**State-Judiciary**

Adult Client Services Branch  
Fifth Circuit Court  
Financial Services Department  
Human Resources Department  
Information Technology Systems Division  
Third Circuit Court

**State-Legislative**

House of Representatives  
Legislative Reference Bureau  
Office of the Auditor