

Report of the IGF Workshop on Privacy and Security Implications of Cloud Computing held in Sharm-el Sheik, Egypt on November 17, 2009

Good afternoon, ladies and gentleman, distinguished guests, and fellow participants. My name is Cristos Velasco and I am the Director General of Ciberdelincuencia.Org, a non-profit organization supported by the Internet Society and the North American Consumer Project on Electronic Commerce whose principal mission is to facilitate and promote exchange of legal information, best practices among attorneys, law enforcement authorities and the judiciary in the field of cybercrime and to foster the creation of adequate policies to counter cybercrime in the Latin American region.

I would briefly like to report on the outcome of the Internet Governance Forum *Workshop on Privacy and Security Implications of Cloud Computing* held in Sharm-el Sheik, Egypt on November 17, 2009 where I had the pleasure to serve as moderator of the panel.

Nine speakers from more than eight countries, representing different sectors (business, government, academia, civil society, regional organizations and security experts) participated in this workshop and provided their views and opinions regarding aspects of privacy, security and competition in the cloud-computing environment.

The speakers identify and map the current definitions of cloud computing and its evolution over the coming years. Benefits and challenges for the Internet economy were also part of the discussion. For example, one speaker mentioned that services based in the cloud significantly reduce capital expenditures, since companies and users can pay only for what they use, release resources when not needed, and turn the organization's fixed cost into variable cost.

Security risks and trust aspects were constantly raised. Two speakers mentioned the importance to identify the place where servers are located, where the company is established, the allocation of responsibilities for handling and processing data in the cloud and the applicability of national law in case something goes wrong. One speaker underlined the importance of allocating responsibilities for cloud providers, like for instance in scenarios where a company disappears or when files for bankruptcy. Questions such as what could happen to personal information and data stored in servers or when such data is moved across borders and among different companies and service providers were at the centre of the debate.

Another speaker mentioned that most of the choices involved in computing today are about trust. "Trust your hardware, software, and operating system vendors". In this regard, he stated that the concept of reputation is essential, and companies have to compete for reputation, since it is relevant in order for users to make a final decision regarding services based in the cloud.

Another speaker stressed the urgent need for effective and coordinated law enforcement mechanisms to emerge and to deal with issues of security and privacy with regards to data stored in the cloud. He underlined the importance of coordinated approaches for law enforcement authorities and the development of international standards of access to personal data and the protection of privacy and personal information. The importance of cooperation between ISPs and cloud providers in order to establish procedural safeguards to guarantee the rights of privacy and data protection of users were also mentioned, and it was mentioned that such alliance would provide a competitive advantage for both, companies and cloud service providers.

Another speaker emphasized the current lack of awareness of the end user with regards to what could happen to personal information and data stored in the clouds, particularly when such data is used for marketing purposes. Such speaker reminded the audience that privacy and security are important components of competition, and remarked that adequate and transparent information for the users is by all means essential in the information age.

Consumer protection was also raised during the workshop. The role of regulation and specialized bodies able to deal with cross border disputes was also underlined as important. The fairness and transparency in the relationship between companies, cloud service providers and consumers was a major concern for some of the speakers and the ability to build trust for consumers would be the most important differential in a market that is still being formed. Another point raised by some speakers is the right of the consumer to have control over his personal data, which can be assured both by technological features and models, and also by legislation and regulation.

There was general consensus that cloud computing magnifies some of the most complex cross-border issues, and, in this sense, the improvement of cross border cooperation, multi-stakeholder dialogue on privacy and security, as well as the development of guidelines and adequate policies are deemed necessary.

The final report, live webcast, pictures, links to reports and papers in the subject matter and other information is available at:

Ciberdelincuencia.Org <http://www.ciberdelincuencia.org/fuentes/seminarios.php>

Privacy and Data Protection Blog <http://www.protecciondedatos.org.mx/?p=187>