



Angelito Sciberras
17 June 2021

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Today

Can I use WhatsApp for work related purposes?

Yes or No



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Question

first...

What do you do?



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Our Terms And Policies

WHATSAPP WEB

FEATURES

DOWNLOAD

SECURITY

HELP CENTER

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In the last 24 hours

Johnson Boris
Is this from tonight focus group and polls

no from trends in polls and lots of FGs over past 2 weeks -- so not just a spasm, clear it's a deep and growing problem that's affecting how they see everything

Johnson Boris
Agree about Vallance and Whitty
On ppe it's a disaster ...
With the CABOFF such a total s*** how in afraid this wd have a severe risk of making it worse not better

Ok. Wtf do we do? Another meeting w Matt and Stevens and Deighton and co?

You know my view and we must get to grips with profound changes in CanOff these problems will not be solved. Not just PPE. Track and trace. Vaccines. Treatments. Testing. The Government does not control the government. The CabOff controls most of it. If we don't control that at best we can only do things v slowly. But this crisis demands speed and this is impossible for no10 to deliver when CabOff actively fights against good management. Everybody is desperately looking for an alternative to grasping this problem but there isn't one. I think the Government must control the government. I've got a plan that Munira and frosty and lee etc agree but needs proper discussion

With PPE the real issues aren't about ministers. It's how many people with what expertise are led by who, how are they connected across Whitehall to other networks, what do they do when they hit barriers, how do we create visibility over problems and so on. In our system only the CabOff can dig into the truth that move c19 people and put in new people. **Great people is totally critical and we have almost no power to more diffusers and put in good.** Only the CabSec can do this... Hancock bills but that wouldn't matter much if we actually controlled the CabOff

28/04/2020

Ok brill am all ears!

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Boris Johnson calls Matt Hancock hopeless in texts revealed by Dominic Cummings

8 hours ago

Former aide public health secretary

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Put in context

Can this be a typical message exchanged with the CEO/GM about one of your employees?

Would you have used the same words had you used an email?

What if you receive a SAR?

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World Stats



2,740 million
users



2,291 million
users



2,000 million
users



1,300 million
users



1,221 million
users

Source: Datareportal, 2021



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Malta Stats



703,200

Mobile Connections



159%

Mobile Connections
of total population

Source: Datareportal, 2021



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Question

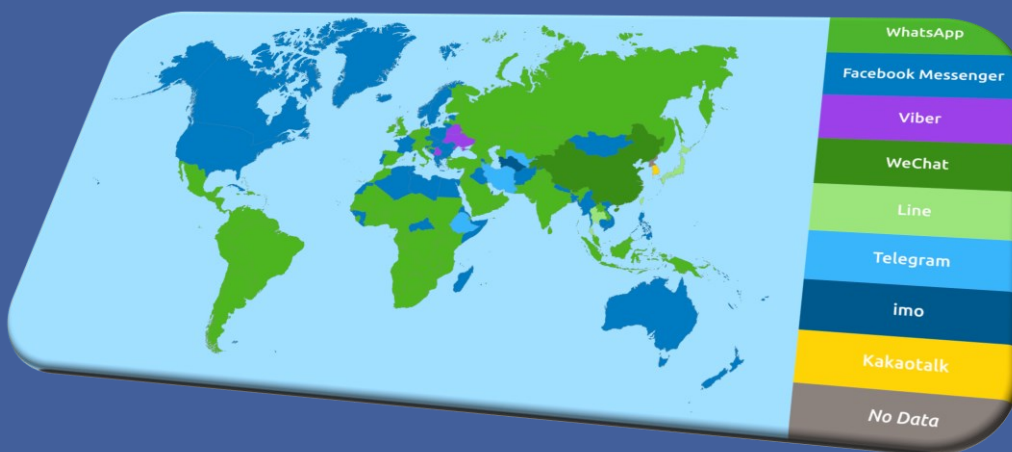
Why does Facebook own two different messaging apps?



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Answer



Source: Messengerpeople.com, 2021



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WhatsApp

- Facebook owned since 2014
- Free
- Multi device use
- Not limited to text messages only
- Voice and video calls (free*)
- App based - irrespective of device and OS
- WhatsApp business - 2018



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WhatsApp Stats

- 2 billion WhatsApp users access the app on a monthly basis.
- Downloaded 13 million times in April 2021.
- Available in more than 180 countries and 60 different languages.
- With 340 million users, India is WhatsApp's biggest market.
- 100 billion messages are sent via WhatsApp every day.
- Half a billion WhatsApp accounts use the WhatsApp Status feature every day.



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Data collected WhatsApp

- Privacy Notice

- Account information
- Status information



Provided by user

- Usage
- Device and connection info
- Location
- Cookies



Automatically collected



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The Messages

Delivered Messages



Users' respective devices

Undelivered messages



Encrypted on Whatsapp servers for 30 days

Media forwarding



temporarily in encrypted form on Whatsapp servers



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Encryption

The content of the messages shared between users

- end-to-end encrypted
- the data is protected against being read by WhatsApp and other third parties from reading except for the sending and receiving devices

the process of converting information or data into a code, especially to prevent unauthorized access



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Deleted Messages

- Can be deleted from sender's and recipients' devices (1 hour)
- Self-destruct (7 days)
- Deleted messages cannot be recovered

Note: Third-Party apps to see revoked messages do exist and are in use



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Disappearing Messages

Activating Disappearing Messages



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Is Whatsapp safe?

- One of the most secure communication apps
- Only second to Signal
- no app is 100% safe



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Data Breaches

How can data breaches happen if the messages are encrypted?

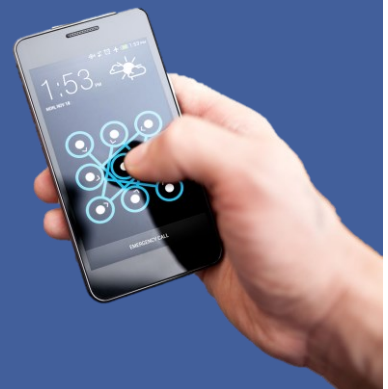


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Data Breaches

- Lost or stolen devices which are not password protected
- Backed-up messages defeat end-to-end encryption



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Account Hacks

- Message from a friend asking you for a code
- Tricked into revealing 6-digit verification code
- Shared messages can be viewed, read, downloaded, and copied by the fraudster



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Avoiding Account Hacks



Two-step verification protects your account with your PIN.

Activate two factor authentication on your account



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Pros

Can you share the pros of using WhatsApp for work purposes?



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Pros

- excellent tool for engaging with and managing remote teams
- flattening of hierarchies
- colleagues come together - virtual water cooler
- conversations may spark new ideas



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Cons

Can you share the cons of using WhatsApp for work purposes?



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Cons

- Grievances claims
- Harassment & Bullying
- Discrimination claims
- Right to disconnect
- Subject Access Requests
- Data Breaches



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Company's Personal Data

- Calculated risk
- Lack of protection



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Business Decision

Allow Use vs Prohibit Use

Share Data vs Official Communication Only



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Policies

Must have

- BYOD policy
- Social Media Use Policy
 - WhatsApp use policy



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WhatsApp Use Policy

- Impose the activation of all the apps security features, including 2 factor authentication;
- Require activation of the messages auto-destruct function;
- Set out the type of data and categories of data subjects which can and cannot be shared OR completely exclude the sharing of data through the app;



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WhatsApp Use Policy

- Indicate whether sharing is limited for internal purposes only and exclude sharing with external third parties;
- Exclude backups of the chats;
- Highlight the unacceptable use of the app;
- Include a reporting procedure in case of misuse;
- Explains how WhatsApp messages/groups are to be handled in relation to employees who are no longer working for the company.



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Question Time



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