

From: Heidi Helen Pilypas
To: [Assistance Bill Consultation](#)
Subject: Opposition to the Assistance and Access Bill 2018
Date: Monday, 10 September 2018 11:08:22 PM

Dear Department of Home Affairs,

I am a citizen of Australia as well an independent designer of mobile apps. I use digital devices such as my iPhone, iPad and MacBook daily. I enter information into apps that I trust will be secure, private and protected. Encryption is important because it stops hackers and other unwanted eyes from being able to read my personal data and use it to exploit me. Encryption is also important so that people who work on software or have access to the backend systems are unable to read my private and personal data.

If I have a conversation in my bedroom, I don't expect the government or anyone else to be able to hear that. We put the same kind of information into our phones in text messages and other apps. If I have a right to privacy in my bedroom, why not in information I enter into my devices?

As someone who works on apps, I want my customers to be able to trust their data is private and secure and that I will not be poking around and looking at it. I could have famous people using my app. If we didn't encrypt it, I could be getting contact details for celebrities or even government officials who use it. I could not only get contact details, but other personally-identifiable information and secrets written down that could cause significant harm to people and families in the wrong hands. I don't intend to look at my customers' data, but encrypting it also ensures anyone who gains unlawful access cannot use it against my customers.

I agree with communication providers assisting law enforcement and security authorities wherever possible. However, if laws are introduced in Australia that limit encryption, require handing over encryption keys, or assistance such as removing encryption/substituting software/intercepting messages before or after they are encrypted/installing spyware, I worry that the threat to the public will be even greater from hackers and other unauthorised access of information.

I also worry in the case that information couldn't be provided that legal action could harm innocent providers of technology and services. I worry that technology providers could be forced to go against their morals and ethics when requested to provide technical assistance. I don't want to be in a position where I could be fined or go to jail because I offer an app for Australians that uses encryption. It could hurt my livelihood if I couldn't make my app available in Australia due to proposed law changes. I believe encryption is important and that more consultation with technology providers is required in order to ensure the best outcome for everyone.

Sincerely,
Heidi Helen Pilypas