

Review report

Vessel tracking provider platform login security

1. Background

This report is prepared in response to item 8.2 in the Queensland Ombudsman's preliminary observations and proposed actions.

Table 1: Extract from Ombudsman's preliminary observations and proposed actions, 8.2

No.	Observations	Proposed actions
8.2	<p>The complainants have suggested that Option Audio, and its agent Marine Care Queensland, may still be able to access vessel tracking data, past and present, of some fishers. It is alleged that with the change of contracts from Option Audio to Pivotel, the login and password details to access vessel tracking data of these fishers may not have been changed. The industry is unaware of this risk and how to fix it.</p> <p><i>Rock 7 advice indicates that Option Audio no longer has any accounts which enable access to vessel tracking data.</i></p>	<ul style="list-style-type: none">The department work with vessel tracking unit suppliers to provide fishers advice about the login security measures that have been, or can be undertaken to tighten access to their information (e.g. changing of passwords).

Source: Ombudsman's preliminary observations and proposed actions - <https://daf.engagementhub.com.au/projects/download/8309/ProjectDocument>

This report provides details about the security measures that the vessel tracking providers have in place for their relevant tracking platform.

2. Vessel tracking provider platforms

Commercial fishers that own vessel tracking units may be able to view their own vessel tracking data through personal tracking platforms hosted by their vessel tracking providers. The platforms hosted by each vessel tracking provider for each unit type are presented in Table 2 below. Access to the platform is secured by user password.

Table 2: Vessel tracking provider platform by provider and unit type

Vessel tracking provider	Vessel tracking unit type	Provider platform
Option Audio*	RockFLEET	Rock Core
Pivotel	SPOT Trace	Tracertrak
	RockFLEET	Tracertrak
Pole Star	RockFLEET	Rock Core
	Skywave and Orbcomm units (IDP690 / ST6100 / IDP800)	Pole Star Platform

*Option Audio was no longer an approved provider for the RockFLEET unit since July 2019.



3. Login security of vessel tracking provider platforms

There are three tracking platforms provided by the vessel tracking providers to their clients; two of which are related to Pole Star and one of which is hosted by Pivotal. Each platform has different login security requirements as highlighted below.

Tracertrak platform – Pivotal (RockFLEET and SPOT Trace units)

- Account requires an email address, password and account name
- Password must be between 8 and 20 characters
- Password word complexity must consist of at least one number and one letter
- Two-factor authentication will be made available from July 2022
- An account can have an administrator who can control the access privileges within the account if needed

Pole Star Platform – Pole Star (Skywave and Orbcomm units)

- Password must be greater than 6 characters
- Creation of user account automatically generates a random password and emails the user account email address
- Forgot password feature will provide a temporary link with a four-hour expiration, to allow the user to set a new password

Rock Core – Pole Star (RockFLEET units only)

- Password must be greater than 10 characters
- Creation of user account automatically generates a random password and emails the user account email address
- User cannot change password
- User cannot initiate forgot password feature
- Password changes must be requested through Pole Star

The providers have also advised that if there is a change of account holder for a vessel tracking unit, the old accounts will stop receiving vessel tracking data.

3.1 How can you prevent unauthorised access to your vessel tracking platform?

The following tips can assist industry in enhancing security of their individual platform account:

- Do not share your login details.
- Change your password regularly and ensure that it is complex.
- Only access your personal tracking platform account through your own personal device.
- If you must access your personal tracking platform through a device that you do not own or a shared device, ensure that it is logged out and that your login information has not been saved.
- If you believe there has been unauthorised access to your account, notify the provider of your tracking platform immediately.
- If you sell your vessel tracking unit, discuss with your provider the options to ensure that your data is not viewable by the new owner.

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