



RIPE NCC

RIPE NETWORK COORDINATION CENTRE

Cleaning Up Locked Persons

Personal Data in the RIPE Database

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How Did Persons Become Locked?



- 2001 - 2010
 - New database created in September 2001, existing objects imported
 - A maintainer was *optional* on objects in the RIPE Database
- October 2010
 - A maintainer became *mandatory* for **person** and **role** objects in October 2010
 - "The DPTF requested mandatory authorisation for maintaining personal data in the RIPE Database and created the status of "Maintainer (Mnt-by)" for those responsible for personal details in the RIPE Database." (2010)
 - <https://www.ripe.net/participate/ripe/tf/dp/report-of-the-ripe-data-protection-task-force>

How Did Persons Become Locked?



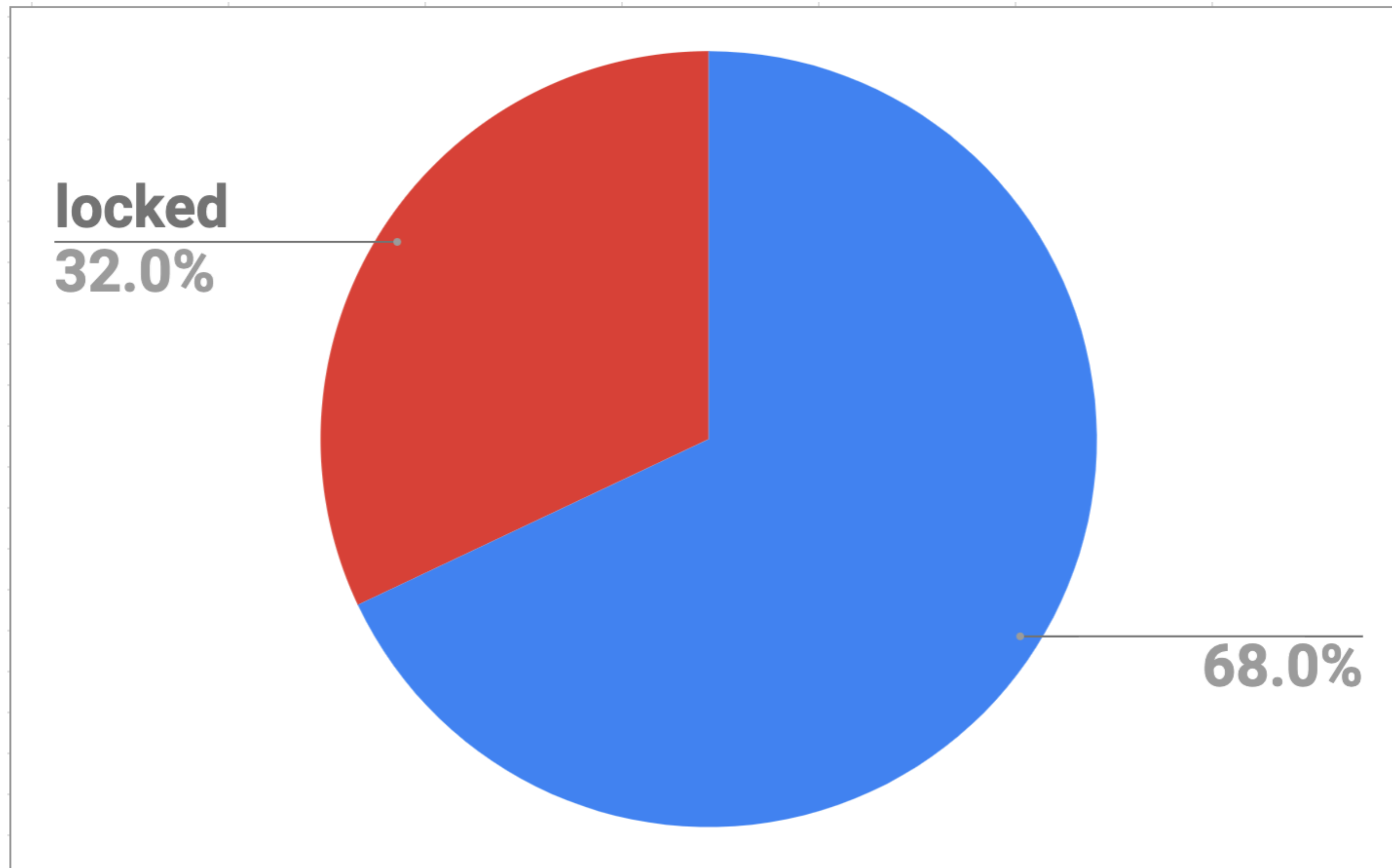
- Between 2010 and 2016
 - Some **person** and **role** objects remained unmaintained
 - No cleanup was done
 - No contact details were altered on any unmaintained persons during this time
 - Name
 - (Postal) address
 - E-mail
 - Phone

How Did Persons Become Locked?



- 2016
 - In April 2016, 850k remaining unmaintained **person** and **role** objects were *locked* by the RIPE NCC
 - At the time, affected parties were **not** contacted
 - We could not verify if the email address was accurate (and only 25% with email)
 - The RIPE NCC was not able to correctly check all claims on unmaintained database objects, it was not possible to assist users to unlock these objects.
 - A substantial operational burden on the RIPE NCC to respond to queries resulting from a mass notification.
- 2019
 - 635k locked **person** and 476 locked **role** objects.
 - 75% of originally locked **person** objects still remain

How Many Persons are Locked?

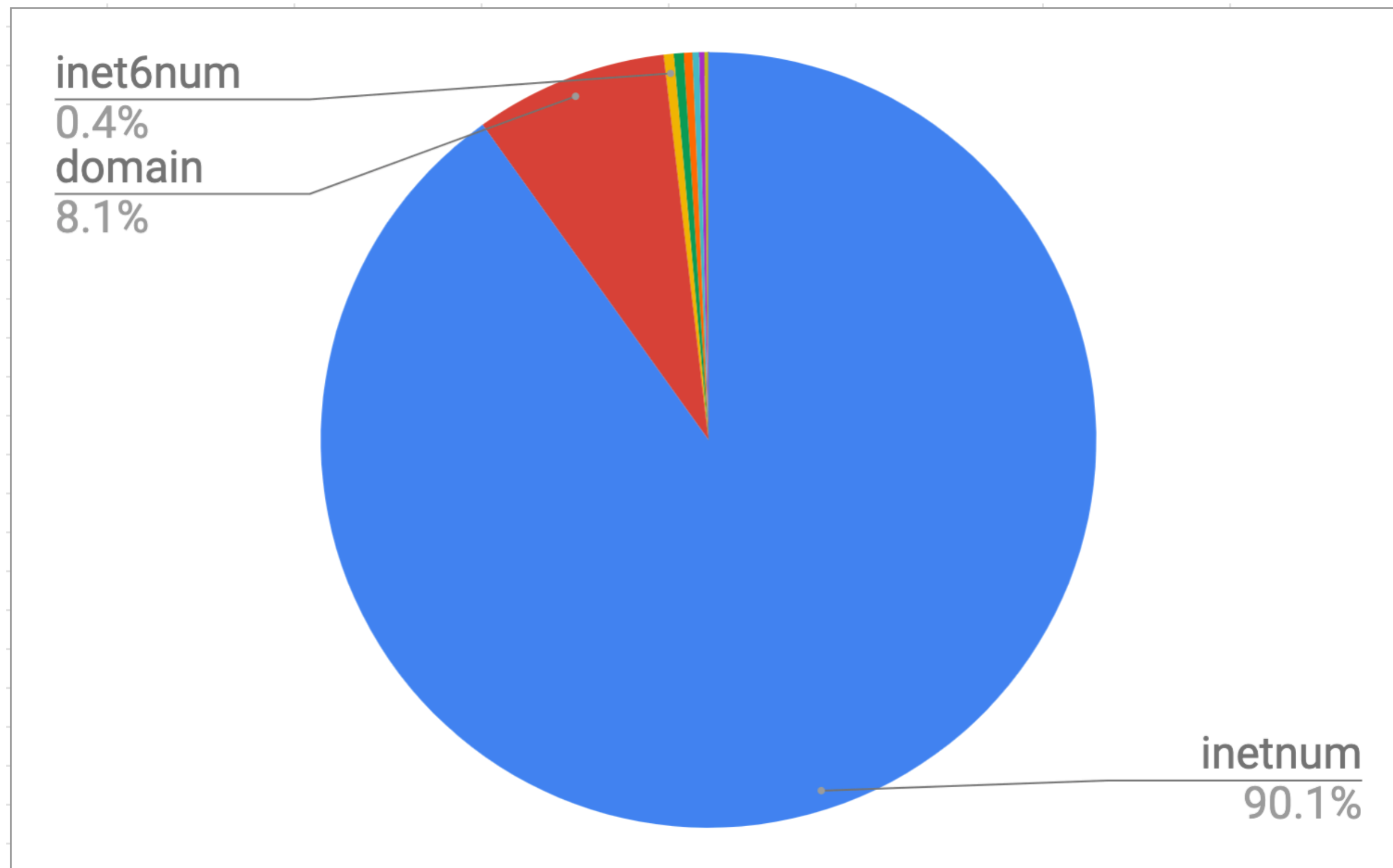


How Could We Clean up Locked Persons?



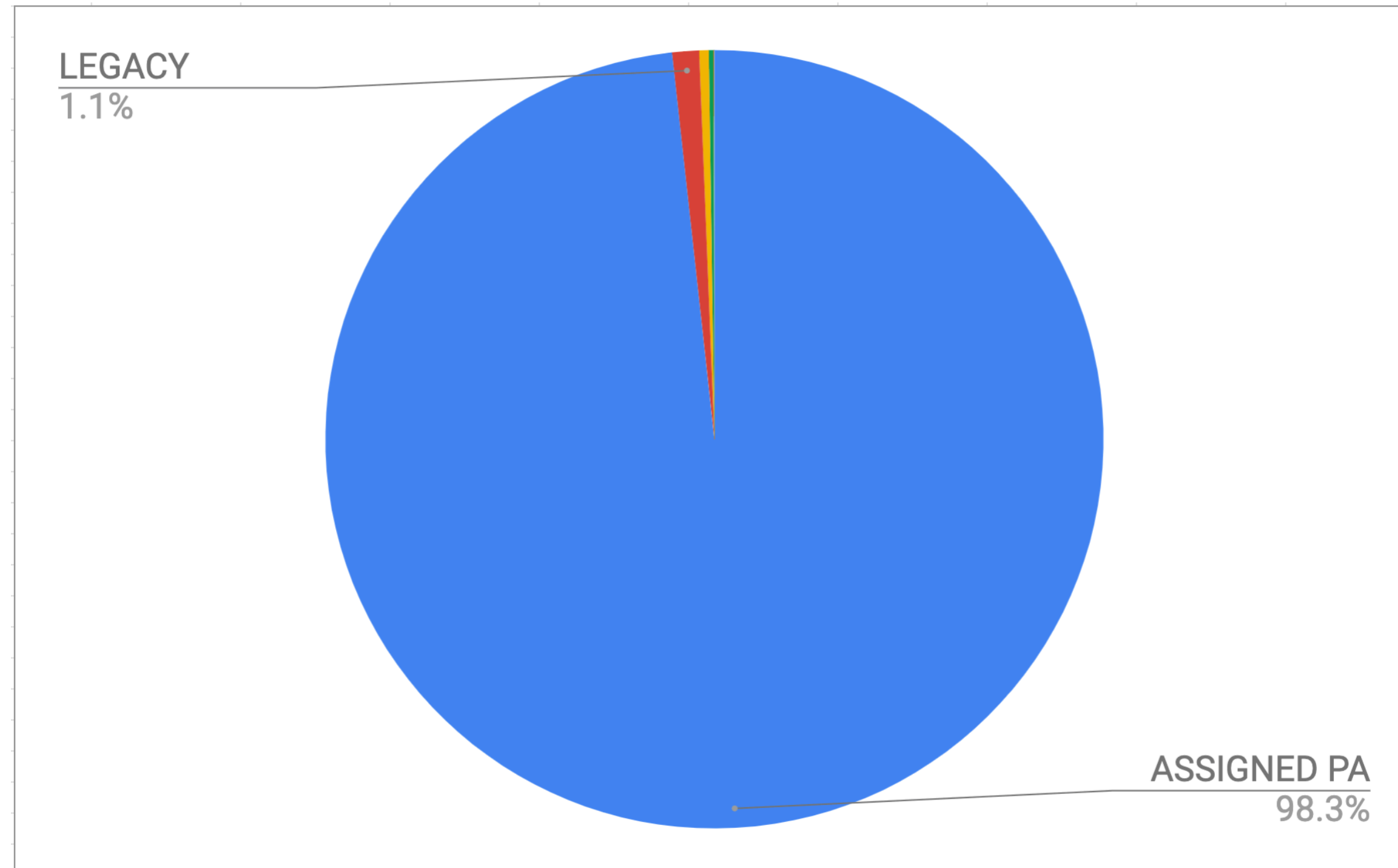
- The RIPE NCC should not be responsible for locked **person** objects
- Find the responsible organisation (maintainer)
- Unlock the **person** by assigning it to that maintainer
 - The locked person becomes the responsibility of that organisation
 - Notify the organisation, and ask them to review each contact

References to Locked Persons



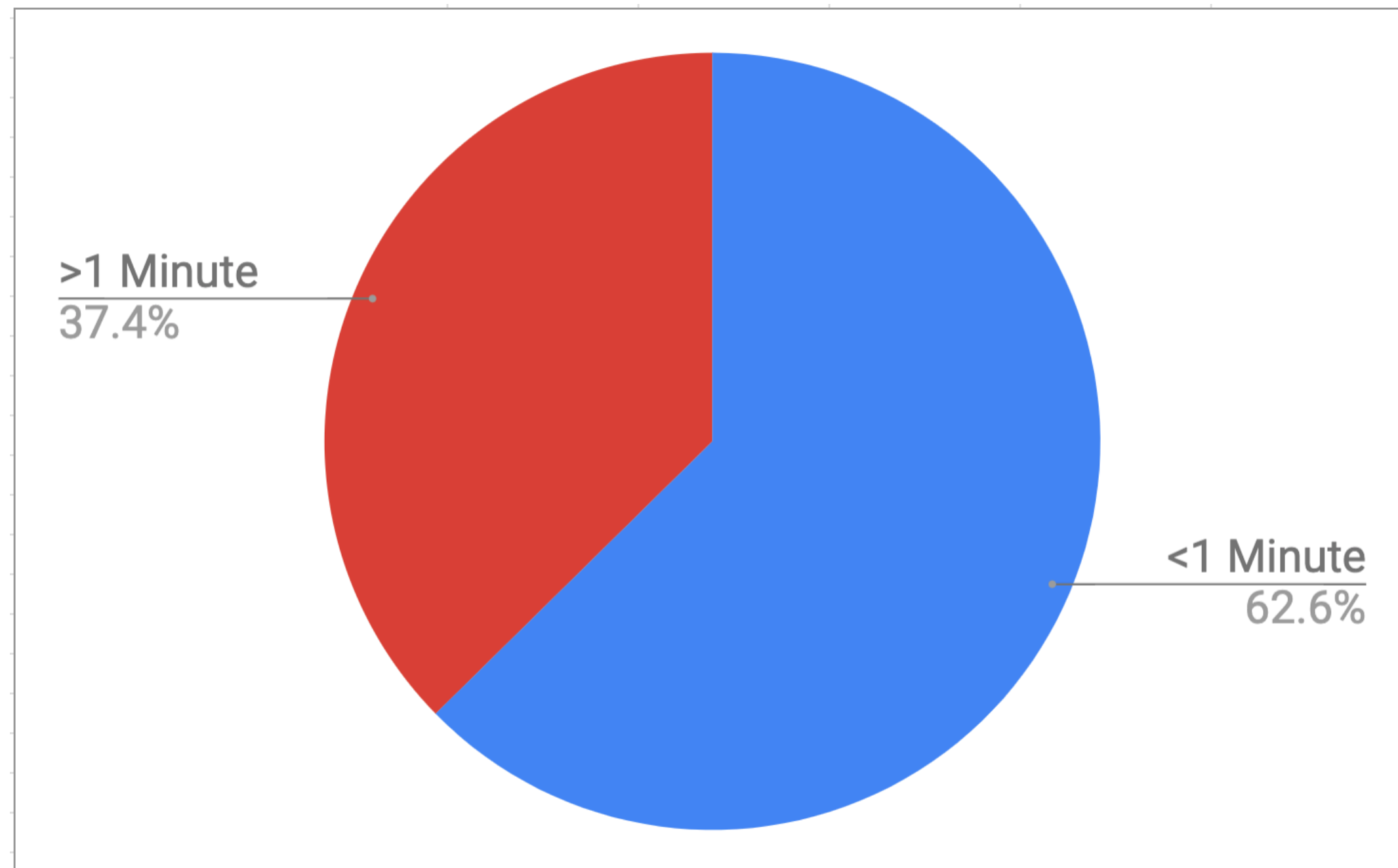
- Most references to locked objects are from hierarchical resources
- 1M references from inetnums, and 89K from domain objects.
- It's possible to identify who "owns" the locked person, using this reference.

Contact Responsible Organisations



- **98% of inetnum references from ASSIGNED PA**
- Find the closest LIR organisation for each referencing resource
- **Top 10 responsible LIR organisations account for 74% of all inetnum references**
- Contact responsible organisation, ask them to update contact details (replace reference to locked objects).
- Improve data accuracy in the RIPE Database with review
- Consider Legacy space separately.

Find Link Between Person and Reference



- For example, the **creation time**
- Or update IP address (syncupdates)
- Or update email address (mailupdates)
- Then **automatically** assign the referencing object's maintainer(s) to the locked persons.

Contact Persons Directly?



- Only 144k locked persons (or 22%) contain an email address.
- These people may not be able to do anything themselves
 - No contact with the responsible organisation
 - No access to RIPE database to make the change
- High workload to contact individual persons, and resolve claims

De-duplicate Locked Persons?



- 635k locked persons
 - 246k duplicate (person name) + (phone)
 - 203k duplicate (person name) + (postal address)
 - 11k duplicate (person name) + (email address)



If All Else Fails

- Replace the remaining references to any locked persons with a dummy value (DUMY-RIPE)
- De-referenced locked persons will then get deleted
- Lots of dummy references reduces data accuracy

Benefits of a Cleanup



- The responsible organisation assumes responsibility for the objects they maintain
- The RIPE NCC no longer seems responsible for maintaining these objects
- Increase data quality of the RIPE Database
 - inaccurate data will be corrected
 - unnecessary data will be deleted
- First step in dealing with volume of personal data



Questions



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