Information Privacy in e-Government at SUNAT - The Challenge

Purpose: Information
Submitted by: Peru
Information Privacy in e-Government at SUNAT

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Agenda

- Context
- E-Government projects
- APEC Framework implementation
- Conclusions
Context

- Peru is actually an economy with 26 million of people and US$ 67,9 billions of IPB.
- The tax burden is about 14%
- SUNAT is a government agency like the IRS.
- It has presence all over the country and manages tax collections and customs control
- SUNAT is the technology engine of Peruvian State.
Information driven at SUNAT has two premises:

- It’s SUNAT’s duty to maintain the secret about information, with exceptions under laws.
- It’s taxpayer’s right to have its own information sent to SUNAT under confidentiality as shown in tax Code and related laws.

IT master plans identify 3 forms to access information using internet services:

- Applications with authentication under SSL and SOL passport
- Applications without authentication, but with validation mechanism
- Free applications
E-Government Projects

- Great web applications:
  - The payment receipts authorization (ADOC award 2005 for best e-practices)
  - The tax form reception and online payment reception
  - The “tele-dispatch” web (Unique Custom Entry Form using web - ADOC award 2005 for best e-practices)
  - The include at master record of tax payers
  - E-notifications
  - E-collections
  - E-bills
APEC framework implementation

- SUNAT needs to protect taxpayer information due to law regulations.
- The protection was defined in 2000 early with IT development plans for SOL project.
- Tax payers subscribes a “legal” contract within SUNAT to use the SOL services at web page.
- Tax payers not provide us their user logon or password when he/she has in problems.
- All information collected is the input for other business processes along the SUNAT.
APEC framework implementation (2)

- SUNAT must be guarantee the assurance, quality and timeline of the information.
- SUNAT has a special office to plans and control all the related with information security policies.
- SUNAT implemented some procedures using electronic forms to query and modify information using internet.
- SUNAT doesn’t publish any information that let any people to identify the taxpayer. All information in globalized.
Conclusions

- The privacy is based on legal regulations.
- The technology is not all. There are many hackers.
- All government agencies don’t have the same level of technology adoption.
- There are some implications when information collected by government agencies is transferred to private organizations due to regulations.
Thank you!

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