

Deloitte.



**See beyond the matter at hand
with clear and focused attention**

Deloitte Discovery
2017 APAC Guide

Going beyond borders to help our clients move ahead

We help you embrace change, turning issues into opportunities throughout the business lifecycle for growth, resilience, and long-term advantage.

Delivering market-leading global guidance

Around the world, Deloitte Discovery helps global organizations solve their toughest discovery challenges and improve their discovery processes, programs, and technology.

We provide the full spectrum of information governance, computer forensics, Discovery, complex analytics and document review services. In helping our clients, we bring agile teams with diverse cultural backgrounds and in-depth experience; specialized technical and industry capabilities; and an innovative use of data and emerging technology to uncover possibilities that others fail to find.

Accelerating results through smarter, simpler solutions

Whether tasked with preserving data from thousands of mobile devices, or improving the efficiency of document review with new technology, we combine the highly specialized skills of our people, our commitment to technological advancement, and our vast global network to provide deeper insights and smarter, more efficient solutions.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. In the United States, Deloitte refers to one or more of the US member firms of DTTL, their related entities that operate using the “Deloitte” name in the United States and their respective affiliates. Certain services may not be available to attest clients under the rules and regulations of public accounting. Please see www.deloitte.com/about to learn more about our global network of member firms.

Further, Deloitte’s state-of-the-art Electronic Discovery Solutions Center in the United States — the centerpiece of our data collection, processing, and hosting capabilities — provides the security, scalability, and technical support that our clients’ sensitive data requires. As such, we help our clients to both better control cost and to mitigate risk during discovery.

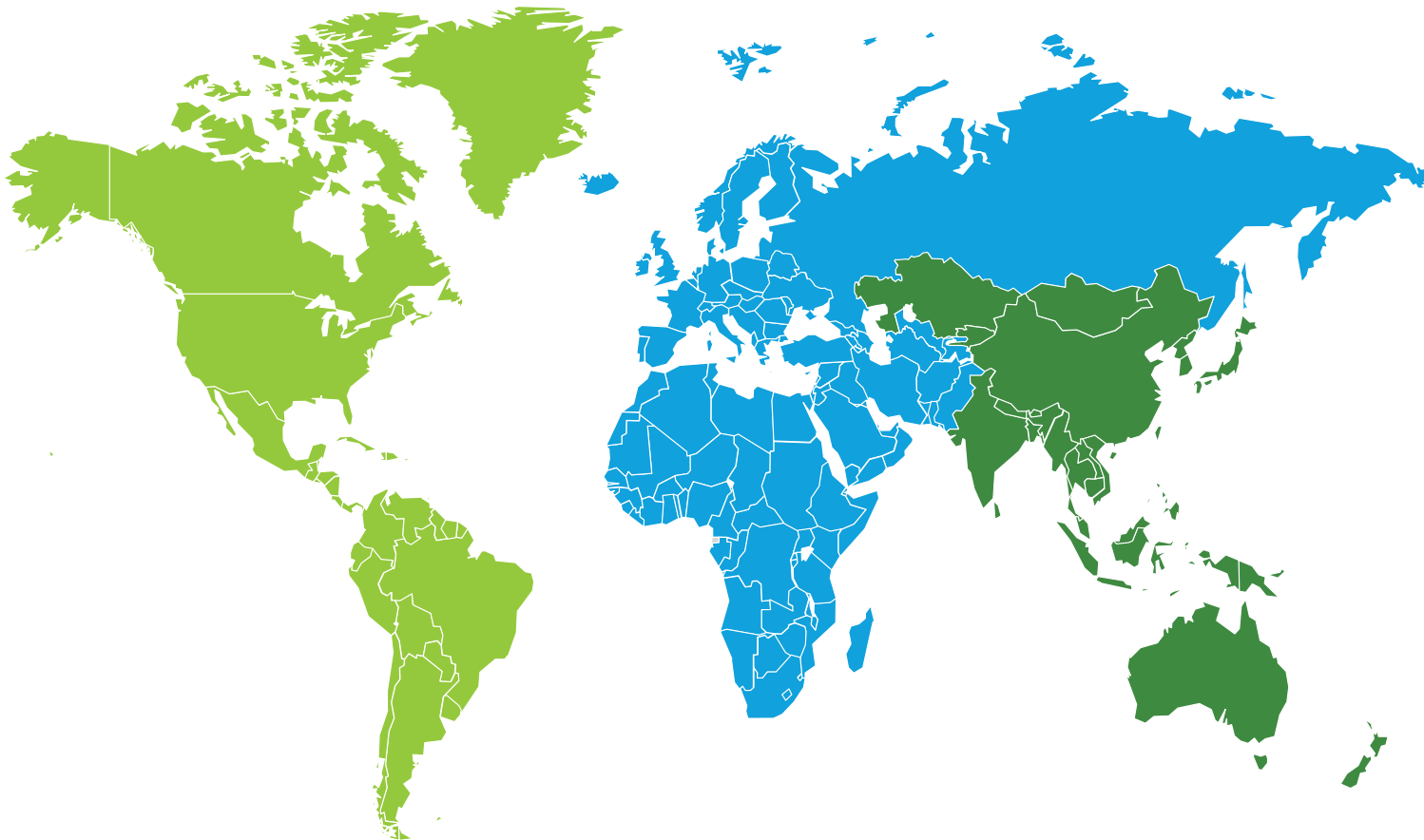
Emphasizing collaboration and innovation

In serving clients, our focus is three-fold: provide the smartest solution; build a strong relationship; and add value by making an impact. Throughout the discovery process, we try to do that every day, for every client. In doing so, we help global organizations —of all sizes, across all industries, beyond all borders — to become stronger and more resilient.

Go forward *faster* with
Deloitte Discovery

Deloitte Discovery is one of the industry’s largest global discovery services providers, with highly skilled professionals in more than 35 countries through the member firm network of Deloitte Touche Tohmatsu Limited, through the DTTL network of member firms serving multinational corporations, law firms and government agencies in complex litigation and regulatory matters. Deloitte’s multimillion dollar investment in discovery technology, analytics and global resources provides its clients with a variety of options to help control costs and mitigate risks throughout the discovery process. As a non-legal service provider, Deloitte’s discovery and document review services are provided under the direction and supervision of its clients’ legal counsel.

Contents



To view on a computer:

- Click on the country names to go to that page.
- Roll-over colored arrows on left margins to read service information.
- Click directly to each section in the navigation bar at the bottom of country pages.

To view on a tablet:

Interactivity and individual country service information is not available.

Deloitte Discovery experience

Deloitte Discovery combines the highly specialized skills of our people, our highly developed technologies, and the power of the Deloitte global network to provide deeper insights and smarter, more efficient solutions so clients can control costs and mitigate risks during the discovery process.

Deloitte named a global leader in Forensic Investigation Advisory, based on capabilities, by ALM Intelligence

Source: ALM Intelligence; Forensics & Dispute Advisory 2016; ALM Intelligence estimates © 2015 ALM Media Properties, LLC. Reproduced under license

5 Core Services

-  Advisory
-  Collections
-  Processing
-  Hosting
-  Review

Discovery services for nearly 30 years



Clients on **6** continents

EDSC was awarded Relativity's Best in Service Orange level



Achieved kCura's Orange-level Relativity Best in Service recognition for exceptional customer service.

6

Industries

-  Consumer & Industrial Products
-  Financial Services
-  Public Sector
-  Technology, Media & Telecommunications
-  Life Sciences & Health Care
-  Energy & Resources



200,000+
PROFESSIONALS

Including **1000** focused on Discovery

In more than **35** Countries

Services and capabilities



Discovery Advisory

Bringing our global knowledge to you to provide operating models that manage the costs of discovery through informed decision making and process improvement.

Deloitte Discovery provides advisory services that bring to your the global knowledge we have accumulated by assisting our clients throughout the discovery process. We help our clients understand the drivers and challenges for each stage of discovery; ultimately providing a specific vision of where an organization stands on a capabilities maturity continuum, and then developing an operating model based on our clients industry, regulatory, and regional requirements. This effectively removes the discovery process from crisis to business as usual, allowing for a normal planning budget cycle to be leveraged.

We are broad experience in providing cohesive expert witness services to help mitigate risk. Our professionals leverage computer forensic analytics and specialized data analytic tools to assist with identifying issues potentially relevant to a matter and have served as expert witnesses in jurisdictions across the globe.



Collection

Effectively identifying and assembling data and documents to meet discovery demands.

Deloitte Discovery professionals work with companies and their legal counsel to complete the collection process quickly and efficiently, with a predictable cost structure. Our collection professionals are equipped with computer forensic “road kits” that allow them to travel for on site collections. They are also equipped to handle remote collections if covert collections are required or if physical access is not available.

In addition, our specialists can handle live acquisitions if memory analysis is needed. Deloitte’s data collection services cover an extensive range of data sources and devices, including Windows-based PCs, Mac® computers, servers, remote data centers, cloud storage, mobile phones, PDA/ Smart phones, tablet computers, backup systems, Exchange email servers, Lotus Notes systems, and backup tapes in various formats.



Processing

Securely and efficiently reducing collected data to a manageable set for review.

Deloitte Discovery uses a wide range of advanced processing technologies through the pre-culling, culling, and processing phases of an engagement. We are able to scale and configure each project to the unique specifications that the case demands. In addition, we have forensic centers located in 35 countries and each location supports processing capabilities.

Large-scale processing takes place in our primary data centers in the United States, Canada, United Kingdom, Switzerland, the Netherlands, Germany, Hong Kong, mainland China, Japan, Korea, India, and Australia. Moreover, Deloitte has the ability to set up short-term processing and hosting environments in virtually any Deloitte or client location, as needed.



Hosting

Providing clients and their legal counsel with a secure, online, collaborative environment for legal review.

Deloitte Discovery includes multiple web-based hosting and review options for our clients. Depending on the matter type, data volumes, case theory, and number of concurrent users, we match the right technology to meet your unique needs. Deloitte also has the ability to quickly set up short-term processing and hosting centers at Deloitte offices, client facilities, or other sites—using either pre configured mobile units or standard technology stacks that we can ship from our primary data centers to the desired location.

In consecutive years, Deloitte has been awarded Relativity’s Best in Service Orange level, which recognizes providers for making additional investments in people, process, and technology to manage installations with above average user counts. Deloitte Discovery’s global Relativity network includes 4,500 seat licenses across 35 countries.



Review^{1 or 2}

Efficient and timely assistance with document review and production in business disputes and investigations.

Deloitte Discovery’s dedicated document review professionals, many holding legal degrees, deliver efficient and defensible managed document review services. We have built our document review services on a foundation of demonstrated technology and analytics, along with tested methodologies for conducting defensible technology-assisted document reviews.

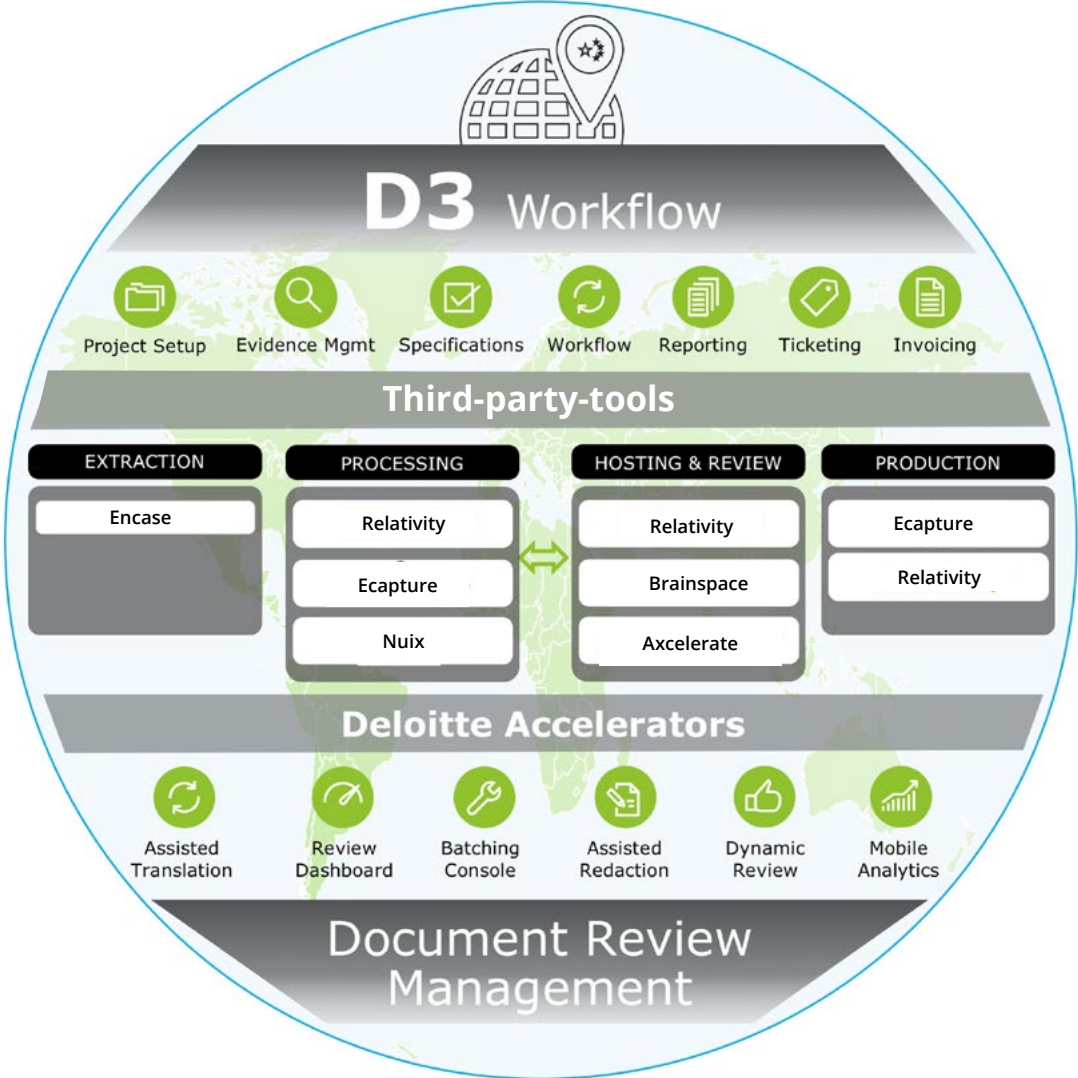
Deloitte has been conducting document review in a controlled operations environment for well over a decade. Our experience delivering reliable and flexible large-scale document review services places us many years into the learning curve of managing people, processes, and technology.

“1” indicates document review with legally trained resources and a dedicated team.

“2” indicates document review using experienced Discovery professionals.

Deloitte Discovery experience

Our workflow management system



Asia Pacific



Australia and New Zealand

Overview

Deloitte is centrally located to collect and process data in Australia, New Zealand, and the South Pacific, with three discovery labs in Australia and one in New Zealand. Deloitte Australia has provided specialized Discovery services to clients since 1998, and has a demonstrated track record of delivering Discovery services in disputes and regulatory investigations. Our services include the use of sound forensic technology practices to collect, preserve, and process data required for the Discovery process or potential use as evidence in legal proceedings.

Technology

Our forensic laboratories are subject to a range of security controls and processes to monitor and restrict access to appropriate staff only. The laboratory access control system is centrally monitored and supported by floor security patrols and building security monitoring. The laboratories are physically secure work areas with electronic card access control and have dual-purpose IT infrastructure that, when required, allows for separate forensic computer processing systems, which are not connected to the Deloitte corporate computer network.

Data privacy and security

Australia

A major reform of Australia's privacy law, which went into effect in March 2014, provided the following changes:

- Introduced a single set of 13 Australian Privacy Principles (APPs);
- Regulated cross-border disclosure requirements of personal information by entities; and,
- Improved the Commissioner's ability to conduct investigations and resolve complaints.

The new Privacy Act prohibits disclosure of personal information to any overseas recipient, and requires that reasonable steps are taken so that the overseas recipient does not breach the APPs. If the overseas recipient does breach the APPs, the Australian entity can be held fully responsible for that breach unless the overseas recipient is subject to a law or binding privacy protection scheme that



is substantially similar to the APPs, and there are mechanisms for individuals to enforce that law or binding scheme.

The Act has reduced the ability for organizations to disclose personal information overseas without the consent of the individual. Currently, when an organization collects personal information, they are obliged to notify the individual about things such as the identity of the organization and the purpose for which the information is collected. Unless the individual is made aware of the countries to which his or her personal information is likely to be disclosed, and consents to such disclosure, then the disclosure is prohibited from taking place. This is a major departure from the current treatment of overseas disclosure of personal information and requires organizations to modify the way in which they obtain consent for cross border disclosure from individuals in the future.

The Privacy Act expands the powers of the Australian Information Commissioner in an attempt to improve the Commissioner's ability to resolve complaints, conduct investigations, and promote privacy compliance. The Commissioner is able to make a determination to direct an organization to take specific steps to stop conduct in breach of the APPs, obtain enforceable undertakings from an organization, and most importantly, apply to a court for a civil penalty order against organizations, which for a company, can range from \$110,000 up to \$1.1 million for serious and repeated breaches of privacy.

The Attorney-General's Department has released an exposure draft of the Serious Data Breach Notification bill for community consultation to incorporate a data breach notification requirement into the Privacy Act to further enhance data protection. The proposal is for a compulsory notification mechanism to those whose privacy has been infringed, where data breaches causing 'a real risk of serious harm' have occurred. A failure to notify would attract a civil penalty.

New Zealand

Privacy Act 1993 includes various provisions around protecting privacy, controls, and how agencies collect, use, disclose, store, and provide access to personal information. For Discovery purposes, information must be protected by security safeguards considered "reasonable in the circumstances." The Privacy Act also provides the Privacy Commissioner with the power to prohibit the transfer of personal information received from overseas in exceptional cases. The power to prohibit transfers is intended to meet the expectations of New Zealand's trading partners, whose own laws limit cross-border transfers and can address the risks to individuals arising from transfer to third countries.

Representative client engagement

Large-scale Discovery project to support ongoing litigation

Deloitte New Zealand/Australia was engaged to provide electronic discovery services for an ongoing litigation which required the restoration of hundreds of backup tape media consisting of different tape formats. Our team assisted with processing the restored data both for common data file types and email systems, and processing the data to enable integration into a litigation support system. Deloitte was also required to provide forensic collection services for a preservation hold order, which involved the forensic imaging of more than 1,100 computer systems.

Collection and processing services for a global biotechnology company

Deloitte New Zealand/Australia was engaged to provide data collection and processing services in order to retain intellectual property after a company acquisition. These services involved forensic preservation of a variety of data types, including legacy storage media, and hardcopy scanning and custom coding of more than 300 boxes of documents.

The resulting electronic data was packaged and supplied in a format compatible with a major US litigation system for long-term data viability.

Audio data production for regulatory compliance

Deloitte New Zealand/Australia was engaged to assist a client with their regulatory compliance obligations for the production of voice recordings. Our team was responsible for the audio extraction process and troubleshooting across multiple legacy systems resulting in the production of over 60 terabytes of data. The work involved developing a workflow and methodology to ensure the accuracy and completeness of the extracted metadata and associated voice calls.

National Government Statutory Authority

Deloitte New Zealand/Australia assisted a National Government Statutory Authority in the conduct of a nationally-focused series of simultaneous search operations involving five sites in three interstate locations for a high-profile industry investigation. We subsequently collected and analyzed an extremely large volume of hard disk images from desktop and laptop computers, network system backups, email databases, and individual user network home directories.

Computer forensic investigation for a large government department

Deloitte New Zealand/Australia provided computer forensic investigation services to a large government department regarding a sensitive leak to the media regarding a proposed government policy. The investigation involved the covert collection and preservation of numerous personal computers and other relevant data, the interview of potential witnesses and suspects, and the subsequent forensic analysis and correlation of data collected, which located evidence that ultimately identified the key suspect for the leak.

Industry specialization:

- Consumer & Industrial Products
- Energy and Resources
- Financial Services
- Life Sciences & Health Care
- Public Sector
- Real Estate
- Technology, Media & Telecommunications

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China

Overview

Businesses in China are under ever-increasing pressure to understand the data captured during day-to-day business activities due to the complexity and volume of business-related data in today's corporate climate. Deloitte's Discovery practice in China helps businesses by using technology to bring new levels of clarity, integrity, and insight to cut through the confusion. Our team operates under the premise that in order to make decisions, one must understand the playing field and have a clear understanding of all options. Our team uses techniques founded on forensic methodology and the understanding that data is volatile and needs to be analyzed using appropriate process, tools, and people.

Discovery and litigation support inevitably involve managing large amounts of electronic information, such as email, electronic files, and financial data. Traditional filtering techniques, such as "de-duplication," are becoming less effective as data sizes increase. By using advanced search and review methodology combined with scalable technology platforms, we are able to find, produce, and validate the relevant data under a demanding schedule.

Discovery and data analytics also play an integral role in fraud investigations, helping to capture, analyze, and report relevant findings for later production in legal proceedings and court, where required. Through complex analysis of computer systems and provision of technical reports, evidence can be provided to make sense of an otherwise incomprehensible issue. Computer forensic analysis is a methodology that underpins all IT investigation work, provides a framework within which to work, and can produce the 'smoking gun' document that can make or break a case.

Technology

Our facilities in China include two secure, purpose-built discovery labs located on Deloitte premises in Hong Kong and Shanghai. These labs feature logged restricted access, and a stand-alone, segregated, and highly secure IT infrastructure. Each data center has a separate discovery and data analysis network, along with offsite storage of evidence files.



Data privacy and security

Mainland China

When handling data in mainland China, there is legislation relating to state secrets, trade secrets, corruption risk, commercially sensitive documents, and privacy. The legislation currently affects every entity operating in China, whether local or multinational, and raises questions for those entities about what obligations are inherent for the entity and the individuals when operating within mainland China. There are numerous legal bulletins and articles that summarize the facts relating to data protection and privacy in China. Our Discovery team has extensive experience in collecting, processing, and handling data in compliance with Chinese privacy regulations.

Hong Kong

In Hong Kong, there is a significant focus on data privacy. Hong Kong operates under different laws and legislation than mainland China, and the privacy laws focus on protecting personal data of individuals. The privacy laws in Hong Kong continue to evolve with ongoing updates to the Hong Kong Personal (Privacy) Ordinance and related legislation. Our Discovery team has extensive experience in collecting, processing, and handling data in compliance with Hong Kong privacy regulations.

Industry specialization:

- Life Sciences & Health Care
- Financial Services
- Technology, Media & Telecommunications
- Consumer & Industrial Products

Representative client engagements

Discovery for an SEC investigation at a US-listed manufacturing company in China

Deloitte China was retained by an international law firm to assist the SEC in a corporate investigation relating to possible financial statement fraud at a US-listed Chinese company in Dalian. Deloitte China acquired data from desktop computers, laptops, and accounting servers, and undertook analysis of the data. Email data was stored remotely and accessed only via Web interface. Deloitte China collected and extracted email data via this interface, in parallel with third parties, to collect the email data from the source. The engagement spanned multiple jurisdictions, geographical and cultural boundaries.

Forensic data collection and preservation for a multinational company based in the United States

Deloitte China was retained by an international law firm to perform forensic data collection and preservation at a US-listed high-tech company in its China subsidiary. Deloitte China forensically imaged more than 80 computers in one week, with collection required from various types of hard drives (e.g., IDE, SATA, ZIF, SSD). During the process, Deloitte China also conducted network acquisition and live acquisition for legacy computers.

Computer imaging for a multinational company based in the United States

Deloitte China was retained by a multinational company in the United States to perform forensic data collection and preservation in response to an internal investigation. Deloitte China forensically imaged more than 40 encrypted computers in one day. Business continuity during the collection process was imperative, and Deloitte China worked with local IT staff to seamlessly provide our services to the client with minimal business interruption.

Cross-jurisdiction litigation support

Deloitte China was engaged to undertake ESI collections in the United States and China and provide a consolidated review environment across the two jurisdictions. The client required processing and de-duplication across the two databases. As the data in China was not able to be automatically de-duplicated with data in the United States

due to data mobility restrictions, Deloitte China worked to devise a protocol that removed the duplicates using advanced analytic methodology. Deloitte China provided the client with a seamless solution across multiple jurisdictions.

Computer forensic investigation for a private company

Deloitte China assisted a private company in administration to validate the potential of a new and controversial software package and provided an expert report in relation to the origins and validity of the software.

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India

Overview

Deloitte India provides coverage in India, Bangladesh, and Sri Lanka with an experienced team of more than 200 forensic professionals across four locations to support discovery, investigative and document review activities.

We collaborate with Indian as well as multinational clients using our state-of-the-art facilities to advise and assist with the preservation, collection, processing, hosting and production of electronically stored information to deliver solutions to complex electronic discovery challenges.

Our multidisciplinary forensic teams comprising of experienced former attorneys, accountants, investigators and former law enforcement personnel who can assist in the review of millions of documents in a secure, highly controlled and audited environment with an understanding of the local business environment, culture and context in India. We have language skills for Indian languages as well as understanding of local colloquial terms to help tell the whole story.

We apply our extensive knowledge of the E-discovery lifecycle and deep experience in multiple sectors to understand the client's technology platforms, regulatory environment and strategic goals.

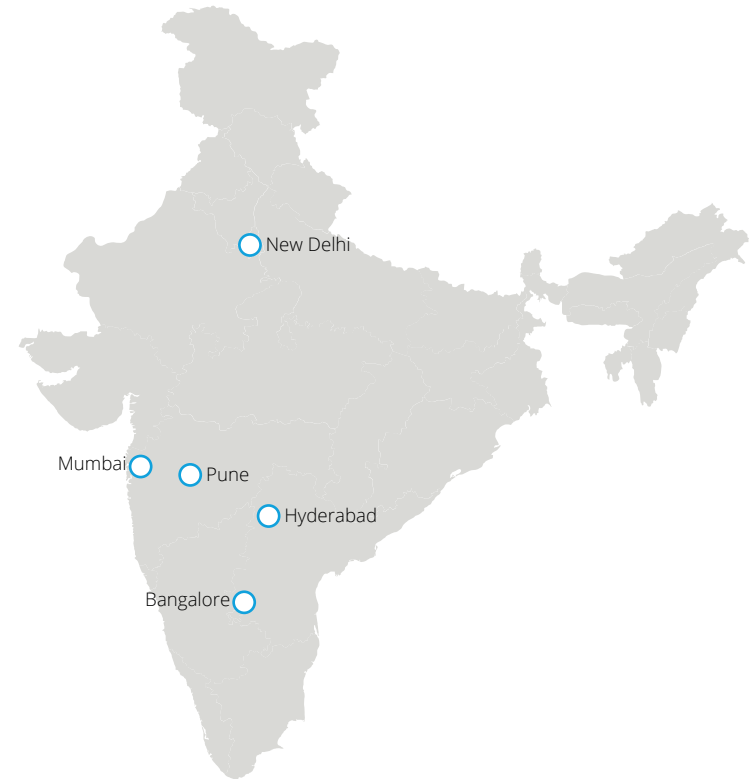
We have the bandwidth, seasoned teams, communication structures, technology resources, data centers and support teams in India, as well as access to Deloitte's global network, to manage each engagement and help address every challenge our clients may encounter.

Technology

Deloitte India has fully-equipped analytic and forensic labs located in Mumbai, Delhi, and Bangalore with extended capabilities in Pune.

Our labs are interconnected to permit seamless work across locations and standardized work product. Each lab is equipped with high-configuration forensic workstations and mobile kits, which are capable of collection, recovery, decryption, and analysis of data from mobile phones, tablets, computer systems, server data, and data collected from cloud and virtual environments.

Deloitte India has dedicated labs for password / encryption cracking and malware analysis.



We can leverage the facilities of the Deloitte US India Overseas Services forensic lab, which is based in Hyderabad. This gives us access to a wider range of capabilities in India.

Data privacy and security

There are numerous and evolving privacy and data protection laws in India including Information Technology (Amendment) Act, 2008 and Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

Deloitte Discovery specialists work in close cooperation with legal professionals to support our clients in addressing and observing privacy laws and regulations.

Industry specialization:

- Consumer & Industrial Products
- Financial Services
- Public Sector
- Technology, Media & Telecommunications
- Life Sciences & Health Care
- Infrastructure, Energy & Resources

Representative client engagements

Investigation into potential regulatory non-compliance

Deloitte India was engaged by a law firm on behalf of a large international automotive manufacturer to investigate potential regulatory non-compliance. More than 8 TB of data was forensically imaged and processed to perform tasks such as case assessments, date filtering, de-duplication, and multiple keyword searches. Responsive data was loaded on Relativity and text analytics as used to perform document clustering, email threading and language identification. The text data from every document as well as attachments were extracted and indexed to enable reviewers to run multiple search queries across the hosted data. More than 15 reviewers sitting at multiple locations were able to concurrently review hosted data and run multiple search queries across the entire dataset.

eDiscovery support to attorneys

Deloitte India was appointed by a law firm on behalf of a multinational paint manufacturer to provide assistance with eDiscovery services including forensic imaging, processing and hosting of data for review by the law firm. Mailbox data of more than 20 custodians was forensically collected from the server and processed in Nuix and keywords, agreed upon with the client, were run to identify document hit counts. Based on the counts generated, we helped the attorneys further refine the query by reducing false positive results and adding additional search operators to drill down to only the most relevant data. The documents were grouped in batches and assigned to different reviewers for first level, second level and QC review. Reviewers tagged / coded documents based on relevance (hot, relevant, not relevant) and also added highlights, redactions and comments wherever applicable. A daily report was generated on progress, number of documents tagged in each category and documents pending with reviewers and was shared with the client.

Computer imaging for a multinational pharma company

Working with other Deloitte member firms on a global investigation for a multinational pharmaceutical company, Deloitte India was engaged to forensically preserve data from more than 130 devices across six cities. We worked closely with local IT staff to coordinate with custodians and image devices within the shortest possible time with minimal business interruption. We also coordinated with global teams for decryption of devices and provided daily updates to the attorneys.

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Japan

Overview

The Deloitte Japan team provides technology-driven solutions that address each step of the EDRM, from forensic collections designed and conducted to capture all structured and unstructured data residing on disparate systems in a legally defensible manner, to productions satisfying the specifications agreed upon. Our team has many years of experience providing bespoke data and technology solutions to local and international companies. Across a broad range of industries, we have helped clients with large eDiscovery matters, computer forensic investigations into fraudulent activity, and large-scale forensic data preservation engagements. We also regularly provide document review services in Japanese and English designed to provide quality, accurate and efficient results through detailed quality control methods in close collaboration with the client.

Our team is well-versed in addressing the complex challenges of dealing with Japanese language and the issues presented by East Asian double byte character sets.

Our bilingual team of 19 highly trained professionals includes former law enforcement professionals, certified computer examiners and certified fraud examiners.

Technology

Deloitte Japan has invested heavily in IT infrastructure to provide a discovery and data analysis platform that is fast, efficient, and scalable. Our primary facility is located within a secure data center in Tokyo.

Our facilities include the following features:

- All facilities and personnel are located and based in Japan
- Secure purpose-built discovery lab facility located within Deloitte Japan's premises with biometric access control
- Separate discovery and data analysis network
- Onsite highly secure evidence holding facility to enable compliance with strict chain of custody and evidence handling procedures
- Fully secure Web-based data hosting review platform
- Skills and experience to handle mobile device collections and processing including devices unique to the Japanese market



Industry specialization:

- Energy & Resources
- Financial Services
- Gaming
- Life Sciences & Health Care
- Consumer & Industrial Products
- Technology, Media & Telecommunications

As Japan is known for being a very tech-savvy country, we also encounter bespoke systems and devices that are only manufactured for the local market, the most common being mobile phones, encryption and software applications. Our team has many years of experience in dealing with hardware and software issues that accompany these applications and devices, including developing enhanced processing and quality control procedures so that data is processed effectively and quickly.

Data privacy and security

Japan's Private Information Protection Law allows for the transfer of personal information from a corporate entity to a third party. However, from our experience, we have found that Japanese clients strongly prefer data to be kept in the jurisdiction. Understanding this need for our clients, we have established resources locally that are skilled in addressing cultural and language barriers, so their requests can be effectively met.

Representative client engagement

Discovery services to support US Department of Justice investigation

Deloitte Japan was engaged to provide Discovery services to a client in the manufacturing sector that was under investigation by the US Department of Justice. In total, 5 TB of data was collected and processed for hosting and review. As the client operated in a specialized industrial sector, manufacturing components for the auto industry, Deloitte Japan's bilingual team worked closely with the client's US counsel to construct search queries that captured the Japanese meaning of keywords provided in other languages. As in most cases, there was no direct translation available, especially for some of the highly specialized engineering terms. We helped the client by performing searches in an accurate, timely, and defensible manner, reducing the responsive documents to a manageable level for first-tier review.

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Korea

Overview

Deloitte Korea assists companies with Discovery consulting, forensic collections, processing and hosting, and document review. Our team of US- and Korean-licensed lawyers is the only Discovery provider in the Republic of Korea able to fully understand and advise clients on issues with a nexus to Korea related to data privacy, labor law, and chain of custody issues in the context of cross-border disputes. We are the only domestic Legal Technology provider with significant domestic server capabilities. Using only local professionals fluent in English and Korean, Deloitte Korea offers around-the-clock onsite customer support and among the highest level of service available in the region. Our forensic professionals are composed of Korean and US licensed attorneys, Certified Public Accountants, IT security audit specialists, computer forensic specialists and forensic accounting, and financial research analysts.

Technology

Deloitte Korea's lab features badge-controlled access for only authorized Discovery personnel, including a fireproof, climate-controlled server room, and cold storage room. Deloitte Korea has a fully-redundant environment which includes one of the most advanced Relativity hosting environments in Korea.

Data privacy and security

The Korean Personal Information Protection Act applies to the collection, processing, or handling of personal information of Korean nationals. In the absence of specific written consent, all data must be hosted in-country, under threat of criminal penalties of up to 50 million Korean Won, and five years in prison. Deloitte Korea's team of US- and Korean-licensed lawyers are experienced in advising clients on issues related to custodian interviews, granting of consent, data collection, review protocols, and data mobility in the context of litigation and investigations.



Industry specialization:

- Technology, Media & Telecommunications
- Life Sciences & Health Care
- Manufacturing

Representative client engagement

Discovery services for trade secret/IP Infringement action

Deloitte Korea was retained by a global leader in the industrial manufacturing sector and its representative law firm, to assist in the defense of a trade secret misappropriation and intellectual property infringement action. Deloitte Korea identified, preserved, and collected the appropriate electronic records in a forensically sound manner. More than 2 TB of data was collected from personal computers, servers, and other devices. Deloitte Korea's case administrators worked closely with the Korean law firm to oversee their document review process and provide technical assistance. Deloitte Korea hosted data locally during the Korean review phase, and exported approximately 150,000 potentially relevant documents in a format suitable for use under a different review platform by a US-based law firm.

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Southeast Asia

Overview

Deloitte Southeast Asia Ltd is comprised of Deloitte practices operating in 11 geographies — Brunei, Cambodia, Guam, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Vietnam — with 290 partners and over 7,400 professionals in 25 office locations.

Deloitte Southeast Asia Ltd has an experienced Discovery practice with a team of Discovery, computer forensic, cyber incident response, and information specialists providing litigators and forensic investigators with assistance for managing the vast quantities of information on which legal cases are built.

Technology

Deloitte Southeast Asia Ltd's infrastructure consists of 4 purpose-built forensic labs in Singapore, Malaysia, Thailand and Indonesia. In addition, Singapore has been chosen as the location of our electronic discovery datacentre due to its stability, reliable infrastructure and positioning as a global financial hub.

Our team is equipped with the latest hardware and software solutions to enable an efficient and effective response, regardless of location, scale or complexity of the project. For geographies without a dedicated forensic lab, our professionals have at their disposal forensic filed kits as well as agile eDiscovery platforms that can be deployed in one of our 25 offices or at the client's premises.

The datacentre hosts a myriad of leading technologies such as Nuix, Relativity and Brainspace. Systems are fault tolerant, built on a fast, dedicated fibre Ethernet connection, and our discovery services professionals endeavour to test and reliably implement the latest usability features of our constantly evolving hosted technology platforms.

Our confidentiality protocols help ensure security of information, confidentiality, data privacy and protection is maintained for each of our matters. We have built these facilities to accommodate the needs of our clients providing fast, effective and reliable review of electronic information.

Access to the eDiscovery datacentre is controlled and restricted is controlled and restricted by the IT department, monitored by CCTV



and protected through card access control and key access. Access to the review platform is through a combination of Citrix and next-generation firewall which requires double sign-on.

Deloitte Southeast Asia Ltd will complete ISO270001 certification in 2017.

Data privacy and security

Data protection regulations vary across Deloitte Southeast Asia Ltd geographies. To date, Guam (Electronic Data Protection Act 2012), Malaysia (Personal Data Protection Act of 2010), the Philippines (Data Privacy Act of 2012) and Singapore (Personal Data Protection Act 2012) are the only countries with specific data protection laws.

Countries that have data privacy components in their electronic transaction laws are Indonesia, Myanmar and Vietnam. The relevant laws in Indonesia are: Laws No. 11 of 2008 and No. 19 of 2016 Electronic Information and Transactions ("EIT Laws") as well as the Government Regulation No. 82 of 2012 regarding the Provision of Systems and Electronic Transactions ("Reg 82"). In Myanmar the law

Industry specialization:

- Consumer & Industrial Products
- Energy & Resources
- Financial Services
- Life Sciences & Health Care
- Technology, Media & Telecommunications

is known as the Electronic Transactions Law of 2004 and in Vietnam it known as the E-Transactions Law of 2005.

Both Indonesia and Thailand are considering draft laws addressing data protection and privacy.

The adoption of cyber crime and cyber security laws is more prevalent in Deloitte Southeast Asia Ltd geographies compared to data protection laws. The relevant laws are: Brunei (Computer Misuse Act 2007), Guam (Notification of Breaches of Personal Information 2009), Laos (Law on Prevention and Combating Cyber Crime 2015), Malaysia (Computer Crimes Act 2006) Singapore (Computer Misuse and Cyber Security Act 2007), the Philippines (Cybercrime Prevention Act of 2012) and Vietnam (Law on Network Information Security 2016).

Cambodia, Indonesia, Myanmar and Thailand are considering draft laws specifically addressing cyber crime and cyber security.

In addition to these laws, Vietnam has a "State Secrets Act" (Ordinance on State Secrets Protection 2000).

The ASEAN Economic Community (AEC) plans to adopt guidelines to harmonise cyber security, data protection and privacy laws.

Representative client engagement

Investigation and document review of a global industrial company

An internal audit by a client identified unauthorized cash advances, suspicious third party transactions and claims of potential bribery. Deloitte Southeast Asia Ltd was engaged by the client to investigate these transactions and to find evidence in order to substantiate the claims.

Deloitte Southeast Asia Ltd professionals in Indonesia performed on-site forensic collection and preservation of various computers and repositories. These included laptops, desktops, mobile devices, files servers, email servers containing over 700 employees as well as the accounting systems of the company and its group companies. The team also managed a paper collection of scanned and coded mostly financial records. All the data was securely couriered to our data centre in Singapore.

The team processed over 50 custodians' electronic and hard copy data which resulted in over 1,000,000 unique Indonesian and English documents being hosted in Relativity and Brainspace. The client engaged our managed review services and our professionals worked closely with their external lawyers who were based in Atlanta, New York, and San Francisco.

Deloitte Southeast Asia Ltd Forensic Accounting team performed detailed analysis of the accounting records by using advanced fraud analytics. This approach identified trends and patterns which led to the discovery of specific accounts that were used for the unauthorised payments.

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Taiwan

Overview

Deloitte's Discovery team in Taiwan follows strict forensic practices to collect and preserve data, which may be potentially used as evidence in court. Our team is comprised of staff specializing in digital forensics, information security, fraud investigations, and legal disputes. Our specialists help clients prepare for litigation by handling complex IT environments and by managing evidence in digital investigations. Our Discovery team in Taiwan leverages Deloitte's global network by working in cooperation with other member firms to respond to client needs.

Technology

ISO 17025 accreditation laboratory

Deloitte Taiwan's ISO 17025-certified digital forensic lab uses NIST-CFTT recognized software and hardware and is staffed with highly-trained personnel. Deloitte Taiwan handles digital evidence at the ISO 27037 standard. Our discovery service team is comprised of IT professionals that are able to deal with many different devices and environments, including office computers, servers, mainframes and mobile devices. With deep industry experience and a background in information security, Deloitte Taiwan is able to provide clients with a wide-range of support on matters pertaining to computer forensics and discovery.

Data privacy and security

Taiwan has implemented the Personal Information Protection Act since 2012, which scope covers cross-border processing and/or the use of personal information. Our Discovery specialists work in close cooperation with legal professionals to support our clients in addressing and observing these privacy laws and regulations.

Representative client engagements

Forensic data preservation for a global company

Deloitte Taiwan responded to an urgent request from a global company. Our team quickly prepared a plan to forensically preserve a large number of laptops including their hard drives with bitlocker protection.



- Industry specialization:
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 - Financial Services
 - Technology, Media & Telecommunications
 - Consumer & Industrial Products

Discovery service in supporting internal investigation

Our team referred by other Deloitte member firm to a global manufacturing client. This project involved in forensic imaging of high level management laptops, large quality paper documents scanning and OCR recognition of scanned files.

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Services matrix

Country (click to go to country's page)	Discovery Consulting	Collection	Processing	Hosting	Review
Argentina and Latin America		●	●	●	○2
Australia and New Zealand	●	●	●	●	○2
Austria		●	●	●	
Belgium	●	●	●	●	●1
Brazil		●	●	●	
Canada	●	●	●	●	●1
Caribbean & Bermuda Countries	●	●	●	●	○2
Central Europe	●	●	●	●	●1
Chile		●	●	●	
China	●	●	●	●	●1
Cyprus	●	●	●	●	●1
France		●	●	●	
Germany	●	●	●	●	●1
India		●	●	●	○2
Ireland		●	●	●	●1
Israel		●	●	●	○2
Italy		●	●	●	○2
Japan	●	●	●	●	○2
Korea	●	●	●	●	●1
Mexico		●	●	●	
Middle East and North Africa	●	●	●	●	○2
Netherlands	●	●	●	●	○2
Nordic Region		●	●	●	○2
Russia	●	●	●	●	○2
South Africa and Central Africa		●	●	●	
Southeast Asia		●	●	●	○2
Spain	●	●	●	●	○2
Switzerland	●	●	●	●	●1
Taiwan	●	●			
United Kingdom	●	●	●	●	●1
United States	●	●	●	●	●1

Review: "1" indicates document review with legally trained resources and a dedicated team. "2" indicates document review using experienced Discovery professionals.



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