

# TikTok Ban – Frequently Asked Questions

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In April 2023, Cyber Security NSW issued a [directive](#) to remove the TikTok app from all NSW Government devices. Those who wish to use TikTok on a personal device must ensure no corporate data is accessed on the device. The directive from Cyber Security NSW follows a Federal Government mandate of the removal of TikTok on all Commonwealth Government issued devices.

## General FAQ's

### Why did the NSW Government ban TikTok?

Cyber Security NSW issued the directive banning TikTok on all government issued devices to mitigate security risks, and in response to the federal government mandate.

### Who does the TikTok ban apply to?

The ban applies to all government employees, contractors and consultants who have access to corporate data including, but not limited to, Microsoft Teams, Sharepoint and Outlook.

## Business Use FAQ's

### Can I view TikTok on my work computer?

No. Both the TikTok app and website will be blocked on work devices including mobile phones and laptops. For government owned devices, you do not need to do anything, changes will be made behind the scenes to implement the ban on work devices.

For those that access TikTok on a personal device, you should remove all apps which access corporate data.

### Can government agencies with established TikTok accounts continue to operate these accounts?

Government agencies currently operating a TikTok account should cease accessing the platform on NSW Government devices, or personal devices which also have access to corporate data.

If an agency believes that there is a legitimate business case to use/continue to use TikTok as part of their business as usual, they should seek advice from their Information Security Team. In addition, they should submit a request including a risk assessment which will be reviewed by the Department of Customer Service Chief Information Security Officer (CISO) and the NSW Chief Cyber Security Officer, who you can contact via [dcs\\_ciso@customerservice.nsw.gov.au](mailto:dcs_ciso@customerservice.nsw.gov.au).

### Does this mean government ministers will no longer be on TikTok?

Ministers can continue to access TikTok only on a personal device that does not have any access to corporate data.

## Personal Use FAQ's

### Is it safe to continue to use TikTok in my personal life?

This is a decision you need to make yourself. If you choose to continue to access TikTok you must ensure you do so safely and in compliance with the ban.

### Does this apply to my personal mobile phone?

If you have a BYO device or personal phone on which you access corporate data (including but not limited to Microsoft Teams, Sharepoint and Outlook) then yes, the ban applies to you. If you use a personal phone you are required to either:

1. Delete and no longer access TikTok including the website and app and continue to use your phone to access corporate data
2. Remove all access to corporate data by uninstalling relevant work apps and continue to access TikTok