

Adele House has recently become aware of a data breach involving personal information held by Adele House. As a result, your personal information may have been accessed by an unauthorised third party.

Adele House takes its obligations to secure personal information and properly respond to this data breach very seriously. Please take a moment to read this statement to understand what occurred and what you can do to protect your personal information.

What did the breach involve?

In early August 2019, Adele House became aware of a data breach suspected to have been conducted by a former resident accessing personal information held by Adele House without authorisation. It is suspected that personal information was accessed and subsequently stolen with the intent to conduct fraudulent activity.

Following the breach, Adele House initiated an investigation and appointed external consultants to investigate the data breach, which has resulted in changes being made to Adele House's IT and file management systems to minimise the risk of a similar event occurring in the future.

Adele House is continuing to investigate and respond to the breach as required, including working with law enforcement authorities and other agencies who may have been impacted by the breach.

What kind of information was accessed?

The personal information involved in the breach is suspected to include:

- Names
- Addresses
- Phone numbers
- Dates of birth
- Emergency contact details
- Bank and other financial institution account information (such as banks and Centrelink)
- Personal identification documents (such as driver licences)

What should I do?

We understand that you value your privacy and suggest you continue to take proper precautions to protect your personal information, including to be cautious of any unsolicited communications (eg. emails or letters from organisations you have not contacted) or suspicious financial activity (eg. unusual bank transactions).

Please consider taking the following actions to reduce the risk of your personal information being misused:

- Review and monitor your financial transactions for any unusual or suspicious transactions (such as your bank accounts, Centrelink and Medicare accounts). If you suspect any unusual activity, contact the relevant organisation immediately.
- Change any passwords to any email and financial accounts that you may have provided to Adele House. Consider using a strong password combination, and don't use the same password for different accounts.

- Ensure you have implemented two-factor authentication on your online accounts where available.
 - Be extra cautious when receiving unsolicited letters, emails, phone calls and text messages, even from companies you may have accounts with. Do not open any attachments or click any links in unsolicited emails or text messages. Avoid providing any personal and financial information if requested by someone contacting you unexpectedly.
- The Office of the Australian Information Commissioner recommends the following data breach resources if you require advice or support:

- [IDCARE](https://www.idcare.org/support-services/individual-support-services) is Australia's national identity and cyber support service. They can connect you with a specialist identity and cyber security counsellor (1300 432 273 or <https://www.idcare.org/support-services/individual-support-services>)
- Review latest news, advice, threats and report cybercrime securely to the [Australian Cyber Security Centre](https://www.cyber.gov.au) (<https://www.cyber.gov.au>)
- [MoneySmart](https://www.moneysmart.gov.au/scams) has information about financial, investment and insurance scams (<https://www.moneysmart.gov.au/scams>)
- The [Office of the eSafety Commissioner](https://www.esafety.gov.au/) has advice on staying safe online, including how to respond to cyberbullying and cyber abuse (<https://www.esafety.gov.au/>)
- [Scamwatch](https://www.scamwatch.gov.au/) has information about how to recognise, avoid and report scams (<https://www.scamwatch.gov.au/>)
- [Stay Smart Online](https://www.staysmartonline.gov.au/) has information on the latest online threats and how to respond (<https://www.staysmartonline.gov.au/>)

Centrelink has advised that if you are experiencing problems with the connection between your mygov account and Centrelink you should visit your local Centrelink office, call 13 23 07 or refer to the mygov website.

AHM/Medibank Private has advised that if you have any concerns in relation to possible links to AHM or Medibank private health insurance you should log your enquiry via email to Info@ahm.com.au.

If you have any questions, please do not hesitate to contact us on 02 56129670 or admin@adele.org.au

Adele House Customer Service