

14 July 2020

Sunshine Coast Independent Living Service Inc
9 Daniel Street
NAMBOUR QLD 4560

Dear Sir/Madam,

RE: DATA BREACH NOTIFICATION

On Friday, 13 March 2020, SCILS experienced a breach of our IT systems which may have resulted in our clients' and employees' personal information being compromised and accessed by an unauthorised third party.

You have been identified as a person to whom the relevant information may relate and we have an obligation under the *Privacy Act 1988* ("**the Act**") to provide you with this notification.

What happened?

An unauthorised third party accessed our IT system and sent an illegitimate email from an internal email account to another internal email account requesting payment of a fraudulent supplier invoice.

While the email was convincing in appearance and followed similar language and followed a structure we would ordinarily use, the email did not originate from SCILS.

The email was identified as fraudulent and after investigation we formed the view the circumstances may amount to a data breach under the Act.

In addition to the fraudulent email being sent, SCILS' cloud-based systems were breached. The unauthorised third party had access to not only archived data relating to our clients, but other operational, company data that is used for SCILS that was stored on our compromised systems.

What kind of information is involved?

SCILS understands the unauthorised third party accessed our online systems for approximately 14 hours. In this time, they may have had access to email communications between SCILS and our clients and employees and other client and employee data stored in our online systems, including client care plans.

Our clients' and employees' sensitive information may have been compromised. We are not able to identify the specific data which may have been compromised, or the perpetrator of the breach.

The data stored in archives on the systems which were breached includes personally identifiable information such as full names, addresses, contact details, dates of birth and client care plans. The unauthorised third party may have, during the breach, had access to the personally identifiable information and could have obtained copies of this information.

What have we done in response?

SCILS promptly engaged a reputable IT service provider to conduct an expeditious assessment of the breach. Our IT service provider immediately, on the same business day:

1. Changed email account passwords;
2. Conducted investigations including a mail trace and examination of login history and location for affected accounts;
3. Added Multi-Factor Authentication (MFA) security to SCILS email accounts.

SCILS has notified the Australian Information Commissioner of the data breach.

What do you need to do?

1. You should review your email correspondence with SCILS and identify whether any sensitive personal information has been sent to or from SCILS, particularly to or from the email address "finance@scils.com.au".
2. **Do not** act on any email from SCILS which purports to change or update our bank account details – we will always communicate this to you by post or telephone.
3. **Do not** act on any email from SCILS which contains an unexpected invoice.

Tips and guidance on identifying phishing or scam emails can be found on the Australian Cyber Security Centre website [here](#).

4. If you believe that you may have disclosed sensitive personal information or data with SCILS by email, contact us immediately to discuss the type of information so we can advise you on how you can reduce the risk of identity theft or fraud.
5. If you believe SCILS holds a care plan for you which contains sensitive information, contact us immediately to discuss the type of information so we can advise you on how you can reduce the risk of identity theft or fraud
6. You should familiarise yourself with common warning signs for identity theft or fraud, detailed on the Australian Cyber Security Centre website [here](#).

If you have concerns in relation to any matter raised in this letter, you can contact SCILS using these details:

Sunshine Coast Independent Living Service Inc

Phone: 07 5441 7278

Email: admin@scils.com.au

Post: 9 Daniel Street, Nambour QLD 4560

You may also contact the Office of the Australian Information Commissioner for further advice or guidance in relation to any matter raised in this letter at their website [here](#).

Yours faithfully



Lisa Boase
CEO

Sunshine Coast Independent Living Service Inc