

Notification to bestchance families – Alternate On-Line Enrolment Form

11 December 2018

Subject: Data Incident Notification: Alternate On-Line Enrolment Form – Child and Family Care Network Inc. (**bestchance**).

At bestchance we take the management of data security issues seriously.

On 3 December 2018 we were notified of a data security incident in relation to a system fault in our Alternate On-Line Enrolment Form. We took immediate steps to protect your information and rectified the situation within 24 hours of being notified.

We are notifying you because this incident may involve the unauthorised access of you and your family's information.

On 29 November 2018, an update to the Alternate On-Line Enrolment Form resulted in a system fault. The system fault allowed individuals to search birth date information on the Alternate On-Line Enrolment Form and view name and date of birth search results for other enrolled children. A further search could be undertaken to access a completed enrolment form for any enrolled child.

Following investigations, it is not clear whether your family's information was accessed without consent. We recommend exercising the utmost caution and proceeding on the basis that your information has been accessed without your consent.

The information concerned includes the following:

- The names, email, addresses, residential addresses and phone numbers of families.
- The authorised nominees of families.
- Children's birth certificates.
- Families' dates of birth, country of birth and cultural background (includes parents and children).
- Government kindergarten subsidy information, including subsidy card number, ECIS and NDIS enrolment information.
- Medical information including any medical conditions, immunisation information and history, Medicare number and child Medicare reference.
- Court Orders, Parenting Orders or Parenting Plan information.
- School Readiness Funding information.

Following the notification of the data incident, we have taken immediate steps to protect your information, as well as put in place protections to safeguard the information we hold from further risk, unauthorised access or disclosure. This includes for example, adding enhanced security measures and undertaking more rigorous testing processes. These activities are ongoing.

We have also been working closely with the Department of Education and Training in relation to this incident, including complying with the Department's mandatory reporting process.

We recommend you take the following steps in response to this situation:

- Immediately change your current username and password for access to your bestchance account.
- Immediately change your username and password details for other organisations where you use the same or similar usernames or passwords.
- Immediately change your passwords for your personal email accounts.
- Carefully monitor your emails for any suspicious activity.
- DO NOT respond to/click on any suspicious communications from people or organisations you do not know.
- Contact any relevant organisations, such as Medicare, and let them know this situation has occurred. They will advise what additional steps you should take.

We are committed to ensuring the security of our information systems for all our children, families and staff.

If you have any further queries or concerns, please contact us directly on privacy.officer@bestchance.org.au.

We have sent a copy of this notification to the Office of the Australian Information Commissioner as required under the *Privacy Act 1988* (Cth).