



ENQUIRIES: Cairns Regional Council
PHONE: 1300 69 22 47
YOUR REF:
OUR REF: #5799884

05 July 2018

Good Afternoon,

We are writing to advise you that your personal information may have been disclosed as a result of a recent security incident encountered by a company used by Cairns Regional Council (**Council**).

We regret that we need to do this, but ensuring the security of your personal data is very important to us, and so we recommend you read this notice carefully.

What happened?

We have been notified that **Typeform**, a company used by Council, and other organisations around the world, to conduct online surveys, suffered a data breach caused by an unauthorised third party infiltrating Typeform's systems and downloading a partial backup of Typeform's customer data. The unauthorised party was able to access and read respondent data collected via online surveys using Typeform prior to 3 May 2018.

Council has been notified that the compromised data included respondent data from surveys conducted on behalf of Council.

Upon investigation by Council, it appears that, in most cases, the affected surveys were responded to on an anonymous basis, and therefore contained no personal information of respondents.

However, Council has found that two affected surveys relating to Youth Week activities and the Beginnings performance during Festival 2018 contained responses that were not provided on an anonymous basis.

We are writing to you because your responses to the relevant survey(s) were not provided on an anonymous basis. The types of data that have been, or may have been, compromised in your case are:

- (a) your name;
- (b) your contact details (including telephone numbers and/or email addresses);
- (c) your employment details, such as job titles, company of employment, and departments of employment;
- (d) your age bracket;
- (e) your gender;

- (f) your suburb of residence; and/or
- (g) certain sensitive information about you regarding:
 - i. whether you are of Aboriginal or Torres Strait Island descent; and/or
 - ii. whether you have a disability.

We have been informed by Typeform that the breach has been fully investigated and the source of the breach has been closed to prevent any further intrusion.

We have also been advised that all data collected since 3 May 2018 has not been compromised, and remains secure.

What do we recommend you do?

We recommend that you:

- (1) be alert to any potential phishing scams or spam emails, SMS, or other messages;
- (2) avoid opening attachments from strangers in emails, SMS, or other messages; and
- (3) update any anti-virus software installed on your devices and conduct a scan of your devices to determine if any malware has been installed.
- (4) In addition, if the disclosure of certain of your sensitive information causes you any concern or distress, please contact Council and we will assist you with obtaining appropriate support.

Online feedback tools, such as surveys, are invaluable when consulting the community on Council activities, as they provide an opportunity for honest and candid feedback in a convenient format. We take the security and confidentiality of survey respondents very seriously and we sincerely apologise for this incident.

If you have any other questions or concerns, please feel free to contact Council on 1300 69 22 47.

For general information about how you can protect your privacy, visit the OAIC website at www.oaic.gov.au or the Australian Competition and Consumer Commission website at www.scamwatch.gov.au.

Kind Regards

Cairns Regional Council

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