



Notifiable Data Breach Form

About this form

Notifiable Data Breach statement

This form is used to inform the Australian Information Commissioner of an 'eligible data breach' where required by the Privacy Act 1988.

Part one is the 'statement' about a data breach required by section 26WK of the Privacy Act. If you are required to notify individuals of the breach, in your notification to those individuals you must provide them with the information you have entered into part one of the form.

The OAIC encourages entities to voluntarily provide additional information about the eligible data breach in part two of this form. Part two of the form is optional, but the OAIC may need to contact you to seek further information if you do not complete this part of the form.

Before completing this form, we recommend that you read [What to include in an eligible data breach statement](#).

If you are unsure whether your entity has experienced an eligible data breach, you may wish to review the [Identifying eligible data breaches](#) resource.

The OAIC will send an acknowledgement of your statement about an eligible data breach on receipt with a reference number.

You can save this form at any point and return to complete it within 3 days. To save your form, click on the Save For Later button on the top right-hand corner of this form. If you do not submit your saved form within 3 days, your saved information will be permanently erased.

Refreshing your browser will clear any information that you have not saved. If you need to refresh your browser while completing this form and wish to keep your changes, please save the form first.

Your personal information

We will handle personal information collected in this form (usually only your name and contact details) in accordance with the Australian Privacy Principles.

We collect this information to consider and respond to your breach notification. We may use it to contact you.

More information about how the OAIC handles personal information is available in our [privacy policy](#).

Part one - Statement about an eligible data breach

About part one

The information that you provide to the OAIC in part one of this form must also be included in your notification to individuals (if notification is required).

Organisation/agency details

You must complete this section

Organisation/agency name *

Menzies International (Aust) Pty Ltd

Phone *

0383748162

Email *

verenatack@menziesgroup.com.au

Address Line 1 *

1-11 Glenferrie Road

Address Line 2

Suburb *

Malvern

State *

VIC

Postcode *

3144

Other contact details

Description of the eligible data breach

You must complete this section

A description of the eligible data breach: *

Emails were accessed and the following actions appeared to have taken place:

- o One of our clients received an email requesting that our bank account details are changed, this email was sent on the 5 September 2019 around 12.00pm
- o The above mentioned email requesting for the bank account details to be changed had used Menzies [company] letterhead requesting for this change
- o prior to the above, our employee had sent a legitimate email to this client on the 5 September 2019 advising that they had an overdue invoice and that payment was required to be made immediately, this email was sent at 6.30am
- o An email rule was subsequently set up which has seen all emails from this client go into a folder which our employee could not see
- o On 23 September 2019 our employee received notification of some of his contacts that they had received a Dropbox link from his email address asking them to fill in account details in an embedded document – it was at this stage when our employee contacted our IT department as the previous breach which occurred on the 5 September was unnoticed until then.

Information involved in the data breach

You must complete this section

Kind or kinds of personal information involved in the data breach: *

Breach of account credentials of two employees
Client email addresses have been contacted - unknown how many addresses were contacted

In addition, please select any categories that apply:

- Financial details
- Tax File Number (TFN)
- Identity information
(e.g. Centrelink Reference Number, passport number, driver license number)
- Contact information
(e.g. home address, phone number, email address)
- Health information
- Other sensitive information
(e.g. sexual orientation, political or religious views)

Recommended steps

You must complete this section

Steps your organisation/agency recommends that individuals take to reduce the risk that they experience serious harm as a result of this data breach: *

- Do not open any URL links or enter your email address and passwords in any documents and emails sent by Menzies Group of Companies. Menzies Group of Companies will never ask you for your passwords.
- Delete any emails from Dropbox that is sharing a file on behalf of Menzies with the subject line that includes: Menzies International Payment and Draft Proposal.pdf.
- If emails and passwords have been entered in this PDF document individuals are advised to immediate change their passwords for all services that share the same email and password.

Other entities affected

This section is optional

If the data breach described above was also a data breach of another organisation/agency, you may provide their identity and contact details to further assist individuals.

Was another organisation/agency affected?

- Yes No

Part two - Additional information

About part two

The OAIC encourages entities to provide additional information to assist us in understanding the eligible data breach. Part two of the form is optional, but the OAIC may need to contact you to seek further information if you do not complete this part of the form. The OAIC recommends you complete as many questions as possible, but you may leave a field blank if the answer is not known.

The information that you provide on part two of the form does not need to be included in your notification to individuals, and you may request that it be held in confidence by the OAIC.

Your contact details

Title

First Name

Last Name

Phone

Email

Breach details

Date the breach occurred

You may provide your best estimate if the exact date is not known:

Date the breach was discovered

You may provide your best estimate if the exact date is not known:

Primary cause of the data breach

- Malicious or criminal attack
- System fault
- Human error

Description of how the data breach occurred

Credentials of the affected users were likely gathered via a phishing email or a breach of another service where the user used the same email address and password.

Number of individuals whose personal information is involved in the data breach

- 1
- 2 – 10
- 11 - 100
- 101 - 1,000
- 1,001 - 10,000
- 10,001 - 100,000
- 100,001 - 1,000,000
- 1,000,001 - 10,000,000
- 10,000,001 or more

Exact number of individuals whose personal information is involved in the data breach

Please provide your best estimate:

100

Description of any action, including remedial action, you have taken, or you are intending to take, to assist individuals whose personal information was involved in the data breach.

Containing the breach – blocking sign in for affected users and changing passwords before re-enabling sign in to ensure attacker no longer has access to emails. Resetting passwords to Dropbox accounts to regain control and un-share the link to the malicious PDF file.

Notifying OAIC and affected individuals – Statement created for the OAIC to upload to the NDB website as well as releasing the same statement on the Menzies Group of Companies' website highlighting recommended actions for potentially affected individuals. Proactively notifying any affected individuals as they are identified.

Description of any action you have taken, or you are intending to take, to prevent reoccurrence.

Menzies Group of Companies is looking to implement Multi Factor Authentication to protect all accessible services including all email accounts.

How do you intend to notify individuals who are likely to be at risk of serious harm as a result of the data breach? When will this occur? If you do not intend to notify individuals because of an exception under s 26WN or s 26WP, please provide your reasons for relying on the relevant exception.

Notifying OAIC and affected individuals – Statement created for the OAIC to upload to the NDB website as well as releasing the same statement on the Menzies Group of Companies' website highlighting recommended actions for potentially affected individuals. Proactively notifying any affected individuals as they are identified. The process for notifying individuals has already started when the breach was identified. Statement will be posted on the <https://www.menziesgroup.com.au/> website by the end of the week.

List any other data protection authorities, law enforcement bodies or regulatory bodies that you have reported this data breach to.

You may wish to separately [report an incident](#) to the Australian Cyber Security Centre if it raises cyber security concerns.

Additional information

Is there any other information you wish to provide at this stage, or any matters that you wish to draw to the OAIC's attention?

You can provide additional information below, or attach supporting documents when you submit this form.

If you wish to provide further information or documents after you submit the form, you may email them to enquiries@oaic.gov.au.

Attachments

I request that the information provided in part two of this form is held by the OAIC in confidence.

The OAIC will respect the confidence of commercially or operationally sensitive information provided voluntarily in support of a data breach notification, and will only disclose this information after consulting with you, and with your agreement or where required by law.

Review and submit

Submitting your form

Please review the information that you have provided about the data breach. If you would like to change anything, you can return to the relevant section by using the **Go Back** button.

Once you are ready to submit your form, click the **Submit** button below.

Once you submit your form, you will be taken to a confirmation page. This page will provide a receipt number for your submission, and you will be able to download a copy of your completed form or have a copy sent to an email address of your choice.