

## DATA BREACH OF PERSONAL INFORMATION

The Club regrets to inform you that some of your personal information may have been involved in a cybersecurity incident. This letter includes important information about what has occurred, the risks this poses to you personally and what the Club is doing to minimise those risks.

### What has occurred?

Prior to 2023, the Club engaged an **external IT provider** to provide various software and equipment, including ID scanning software and gaming system software.

This external provider supplied hardware and software services to assist us with our Club sign-in process from COVID-19 times through to 4 July 2023. At this point the hardware was replaced, however the software interface remained active until 27 March 2024.

The external IT provider has notified the Club that it is a target of a cyber extortion campaign.

It appears that certain personal information, including some personal information of our patrons, has been published on a website by a third party claiming to be overseas software developers engaged by the external IT provider.

Several other registered clubs have also been affected by this data breach.

The Club did not authorise, permit, or know that the external IT provider had provided any information obtained from the Club to third parties.

The Club is extremely disappointed that this has occurred given that it takes the security and privacy of its patrons very seriously.

### How are you affected?

There is limited information available at this stage and we are still trying to assess the full extent of the information which is being held by the software developers and what exactly has occurred. At this stage, we do not know if all patrons, or only some patrons, have been affected.

Unfortunately, we can confirm that the following information about some patrons has already been published on the software developer's website:

- Full name;
- Suburb, state and postcode (e.g. CROYDON NSW 2132);
- Year of birth (e.g. 1980);
- In some cases, the last 4 digits of your telephone number; and
- The club(s) visited.

If the software developer's statements are to be believed, they may also have access to additional personal information.

### **How did this data breach occur?**

All registered clubs in New South Wales are required to keep certain information about members and guests under the Registered Clubs Act. Clubs are also required to keep certain information to comply with their responsible gambling and Anti-Money Laundering and Counter-Terrorism Financing obligations.

Like most registered clubs, the Club uses software to assist it to keep these records and operate its system. The Club had previously engaged this external IT provider to provide the Club with software and related services.

The software the external IT provider provided to the Club:

- Allowed the Club to extract and record information which the Club is required to obtain and keep under the Registered Clubs Act from a guest's ID when it was placed into one of our electronic ID scanners.
- Allowed the Club to know when you were visiting the Club.
- Communicate via interface between the scanning hardware and the Club's Membership module of our IT systems.

On the evening of 29 April 2024, we were formally notified by the external IT provider that it has been the target of a "cyber extortion campaign" and that an overseas third party is threatening to release personal information unless their demands are complied with.

Let me reiterate that prior to 29 April 2024, the Club was unaware that any data held by the Club had been disclosed to any third parties or that it had been disclosed overseas.

If the allegations are true, those actions were taken without the Club's knowledge or consent.

### **What has been done to prevent any further data breach?**

The external IT provider has already reported the data breach to the Australian Federal Police and notified the Office of the Australian Information Commissioner (**OAIC**).

We will fully assist the external IT provider, the Police and OAIC with their investigations.

### **What can you do to protect against identity fraud?**

If you would like more information about how to protect yourself from identity theft or steps to take if you have any concerns that you may have been a victim of identity theft, please visit [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au) and read the advice on protecting yourself from identity theft.

A key recommendation is to track your *credit* history over a period of time in order to detect any suspicious activity or changes. This is known as "credit monitoring".

Another recommendation to protect against identity fraud is to obtain credit reports from the other two Australian credit bureaus, as there are differences in the data sets that each credit bureau holds. Credit reports are free to obtain but you need to check your credit reports on a quarterly basis for the next 12 months, or if you notice any suspicious activity. Please follow the following links to obtain your credit reports:

- ▶ [checkyourcredit.com.au](http://checkyourcredit.com.au)
- ▶ [www.creditsavvy.com.au](http://www.creditsavvy.com.au)

**What is the Club doing to make sure this doesn't happen again?**

As a club, we are profoundly disappointed by what has occurred.

You have my word that we are doing everything possible to get to the bottom of how this happened and to protect your privacy both now and in the future.

To this end we have engaged independent legal advisers to assist us to investigate all aspects of this matter and we will do whatever is necessary to protect you and our club both now and in the future.

We are also reviewing our arrangements with our current service providers to ensure that they cannot, without the Club's consent, disclose any personal information to a third party, and to ensure that they have appropriate steps in place to protect any personal information which they hold, or can access, on behalf of the Club.

I will keep you informed as this matter develops. I appreciate how serious it is for you and for our Club as a whole. You can be assured that this matter is my number one priority.

Yours sincerely,

A handwritten signature in black ink, appearing to be "DK", with a long horizontal line extending to the right.

Douglas Kirkham  
Chief Executive Officer