

12 APRIL 2017

NOTICE: CUSTOMERS AFFECTED BY SERVICE NSW PRIVACY BREACH

On 11 April 2017, Service NSW notified the Office of the NSW Privacy Commissioner of a security breach with relation to the distribution of 2,693 'photo cards'.

The latest information the Office of the NSW Privacy Commissioner has received is that Service NSW is contacting affected customers as soon as possible.

Customers possibly affected are those who attended Service NSW on Wednesday 5 April 2017 and requested one of the following types of photo card:

- Driver Licence
- Firearm Licence
- Mobility Parking Scheme Permits
- NSW Photo Card (Proof of Age Card)
- Security Licence
- Commercial and Private Investigator Licence.

The actions taken by Service NSW include:

1. Making direct phone contact with affected customers to advise them of the breach
2. Cancelling all photo cards issued in error
3. The re-issue and postage of photo cards to the correct address
4. Requiring the return of all photo cards issued in error

The A/Privacy Commissioner advises those who are directly affected and who wish to lodge a privacy complaint to do this by sending the privacy complaint (known as an internal review application under the NSW Privacy Legislation) directly to Service NSW.

Those customers who are concerned that they may be affected can contact Service NSW on 1300 962 679 for more information, or send their privacy complaint directly to help@service.nsw.gov.au

The A/Privacy Commissioner also advises concerned customers to monitor their financial notifications and to be alert to activities that may indicate their identity is being misused by others.

Additional information about making a privacy complaint is also on the Information and Privacy Commission's website at www.ipc.nsw.gov.au/how-do-i-make-complaint, or by telephoning the Office of the NSW Privacy Commissioner on (02) 9258 0066.

The A/Privacy Commissioner is in the process of requesting from Service NSW more information regarding the source of the data breach and the remedial actions Service NSW is undertaking.