Information and Privacy Commission NSW

You have been told your information has been breached

When a NSW agency, local council, university or State-Owned Corporation contacts you and tells you that your personal information has been involved in a data breach, there are steps you will need to take to help keep yourself safe.

By taking these steps, you can protect yourself from identity theft, scams and fraud.

You need to carefully read all notifications made to you about a breach. They should include the types of personal information that was affected. This document will provide more information about what you should know when you are contacted and why taking these steps matters in protecting you and your privacy.

What should you do next:

What information?	What should you do now?	Why it matters?
Identity information such as: • Name • Date of birth • Contact details • Birth certificate • Marriage certificate	Regularly check your credit card and bank statements for odd transactions Monitor your credit report. Credit reports are free from credit reporting agencies If you see unusual activity and suspect fraud, you can ask for a temporary credit ban	Your identity information can be used for identity theft and financial crime
Credit card or bank account information such as • Card numbers • Account numbers • Card Holder Names	Check your online account or statements and contact your bank immediately if you find any transactions or transfers that you did not make Cancel or suspend your credit or debit card via your online banking account Phone or visit your bank and request a new credit or debit card	Thieves could use your information to make purchases or transfer money from your account
Your phone number	Look out for scam calls or text messages Don't share your personal information over the phone unless you are certain about who you are sharing it with If someone calls you and claims to be from an organisation or an agency, hang up and call them back using the phone number from their website Do not click on links in text messages or provide your log-in information	Scam calls and text messages can provide thieves with access to your accounts and more of your personal information
Driver licence	You may need to replace your driver licence Contact Service NSW or Transport for NSW for advice on whether you need to request a new driver licence	Your licence number and card number can be used for identity theft

Email address or password	Change your email account password Try to make your password at least 12 characters, combining uppercase and lowercase letters, numbers, and symbols	Someone may use your email address to send fake emails from you to your family or friends to: • commit fraud • send phishing links to people in your contacts Your email may contain valuable information about you that someone could use to steal your identity or commit fraud
Passport	Contact the passport office to cancel your passport and apply for a new passport	Your passport information can be used for identity theft and financial crime
Log-in or password information for your MyService NSW account	Reset your password and PIN Set up multi-factor authentication If your account has been accessed, you can deactivate your account and create a new one Call or visit Service NSW for advice or assistance with any of these steps	Thieves could access your MyService account, get more of your personal information and fraudulently apply for government services, vouchers or rebates in your name.
Log-ins or passwords for accounts like online banking, email, utilities and social media	Re--set your password If available, set up multi-factor authentication Avoid using the same password on multiple online accounts	Someone could access your accounts and: • access services in your name • make unauthorised transactions • transfer your account into another name • pretend to be you to commit fraud or other crimes



For more information and support visit the Information and Privacy Commission's website (www.ipc.nsw.gov.au/data-breach-support), contact ID Support NSW (www.nsw.gov.au/id-support-nsw), or IDCare (www.idcare.org).

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Level 15, 2-24 Rawson Place, Haymarket NSW 2000
GPO Box 7011, Sydney NSW 2001

Free Call: 1800 472 679
E: ipcinfo@ipcnsw.gov.au

www.ipc.nsw.gov.au