



TORONTO WORKERS CLUB



DATA SECURITY INCIDENT

The Club regrets to inform you that some of your personal information may have been accessed by hackers. This letter includes important information about what has occurred, the risks this may pose to you and how the Club can assist you to manage and minimise those risks.

What has occurred?

Last year, a third-party provider to the club (Aristocrat Technologies Australia Pty Ltd (**Aristocrat**)) carried out development and testing work on a new piece of software for our Club. Aristocrat has now advised us that it recently became aware of unauthorised access to the development environment where this software was being tested, from hackers that appear to be based in various overseas locations.

At this stage, while the system holding the database was compromised by the attack, we are not aware of any evidence that any of your personal information was accessed or extracted by the hackers. We are also not aware of any evidence of any attempt to use the membership data illegally – for example, attempting to sell it or disclose it online. However, as this cannot be ruled out altogether we believe that it is important to notify you about this incident.

Since the incident, Aristocrat has:

- engaged an IT forensic specialist to work out what occurred and provide a full report;
- confirmed to us that the affected system has been taken offline; and
- reported the incident to the NSW Police Cybercrime Squad and the Office of the Australian Information Commissioner.

How are you affected?

The membership database in question is not our current database, it is up to 12 months old, which means that not all current members are affected and not all information will be up-to-date. However, the database included at least some of the following information about you:

- Full name, title (e.g. Mr, Mrs, Ms);
- Address;
- Date of birth; and
- Date of registration with the Club, and Club member card number.

In some cases, identity card (ID) reference number details (such as drivers licence, passport, pension card, proof of age card, birth-card, TAFE card and/or seniors card numbers) and some player session records, comprising information on the use of the gaming systems at the Club, were also contained in the database. The data does not contain scans or copies of any of your ID documentation.



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Aristocrat has now provided the Club with a copy of the membership database it was using. Please contact a representative of the Club and we can advise you precisely what information was held on that database about you. You can contact a representative of the Club by:

- calling us on 02 4959 2011 (ext. 234);
- emailing us at assistance@torontoworkersclub.com.au; or
- coming into the Club and making an appointment to meet with us.

The phone number extension mentioned above (ext. 234) will be active from Tuesday 20 March 2018 to Thursday 29 March 2018 between 10am and 4pm on those days. After those dates, feel free to call us on 02 4959 2011 and we will assist you.

What can you do to protect against identity fraud?

Although no financial information was contained in the relevant database, we, in consultation with Aristocrat recommend that you take certain steps in order to protect yourself from identity theft. We have set out further information in **Appendix 1** to this letter.

We will do everything we can to assist you to take advantage of the services outlined in Appendix 1 and we will keep looking for more ways to assist you as this matter develops.

I strongly encourage you to get in contact with us and avail yourself of the services listed in Appendix 1 to this letter at your earliest opportunity.

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

While we still do not have all the details, we are doing everything possible to get to the bottom of exactly how this happened and to continue to do everything we reasonably can to protect your privacy both now and in the future. We are reviewing all of our agreements and arrangements for the management of data, and will make changes as needed to better safeguard member information.

To this end we have engaged independent legal and technical 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.

I appreciate how serious this may be for you and for our Club as a whole. You can be assured that this matter is my number one priority and, on behalf of the Club, I apologise sincerely for any inconvenience or distress this may cause you.

Yours Sincerely

Mark Singleton

CEO

Dated: 19 March 2018



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Appendix 1

Services for Members

What can I do now to protect myself from 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 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 involves obtaining credit reports from Australian credit bureaus.

Credit reports from the two credit bureaus referred to below can be obtained free once every 12 month period, and there are other providers in the market. You should also consider checking your credit reports more frequently for the next 12 months, or if you notice any suspicious activity.

Please follow the following links to obtain your free credit reports:

- ▶ checkyourcredit.com.au
- ▶ www.creditsavvy.com.au