Australian Government

Office of the Australian Information Commissioner

What to do if there is a data breach

Office of the Australian Information Commissioner

Easy English

Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book

You can get someone to help you

- read this book

- know what this book is about

- find more information.

Australian Government

Office of the Australian Information Commissioner

About this book

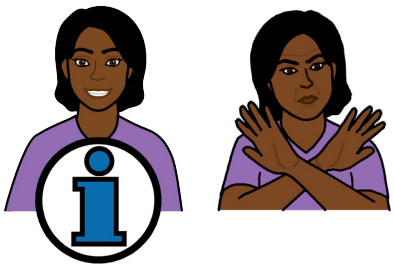
This book is from the Office of the Australian Information Commissioner.

This book is about what to do if there is a **data breach**.

A data breach is when your personal information is

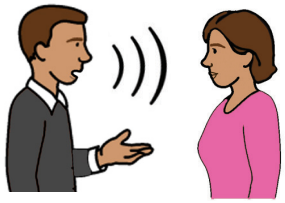
- stolen

- lost



- accessed or shared when you did **not** say yes.

If there is a data breach

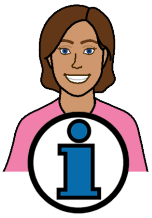


Most organisations will tell you if your data is **breached**.

Breached means your information was part of a data breach.

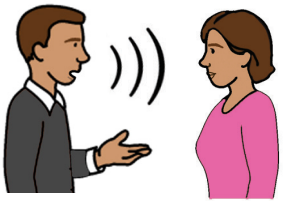
Organisations that must follow the **Privacy Act** will tell you

- their name and contact details



- what information is breached

- what happened



- what you should do.

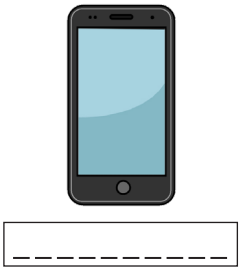
The Privacy Act is a law that many organisations in Australia **must** follow to protect your information.

What you can do if there is a data breach

Contact information

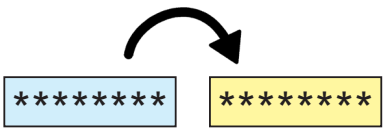
Your contact information might be your

- home address

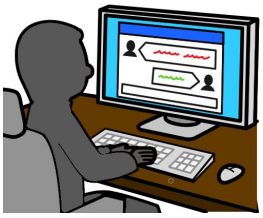


- phone number

- email.

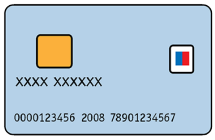


If your contact information is breached, change your email passwords.



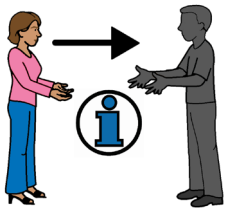
Watch out for **scammers**.

Scammers are people who try to trick you to give away your



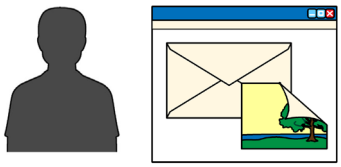
- money

- personal details.



Do **not**

- share personal information with strangers

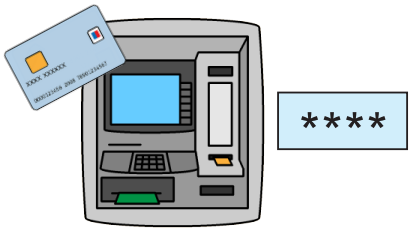


- open attachments from strangers or click on links in emails from strangers

- click on links in social media messages from strangers.

Hang up if a scammer calls you.

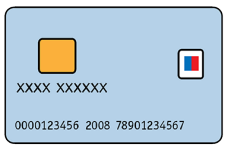
Bank information



Your bank information might be your

- PIN number

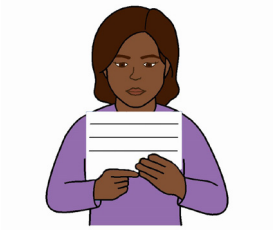
- bank account number



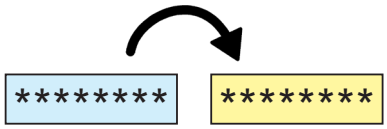
- credit card number.

If your bank information is breached

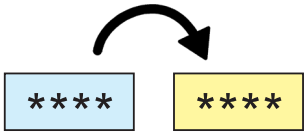
- tell your bank



- check your account for money you did **not** spend

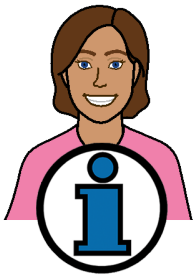


- change your bank password



- change your PIN number.

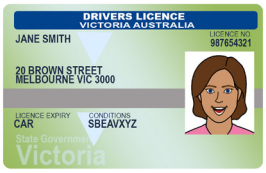
Your ID



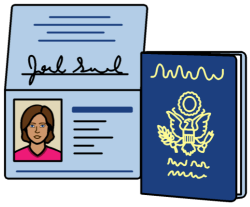
Your ID is information from the government that shows who you are.

There are different types of ID.

For example



- driver licence

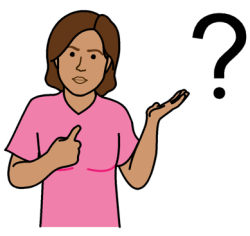


- passport

- Medicare card.

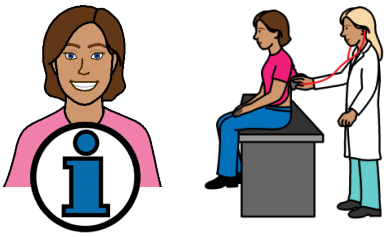
If your ID is breached

- tell the government organisation that gave you the ID



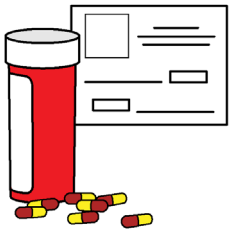
- ask the government organisation what to do next.

Health information



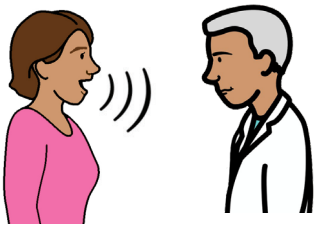
Your health information might be

- information about health services you use



- **prescriptions.**

Prescriptions are notes that say what medicine you can get.

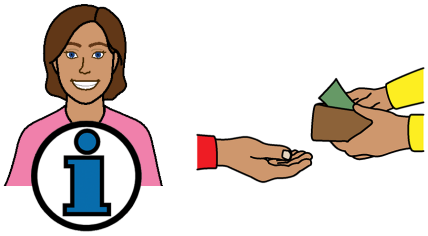


If your health information is breached

- tell your health service provider

- ask your health provider what to do next.

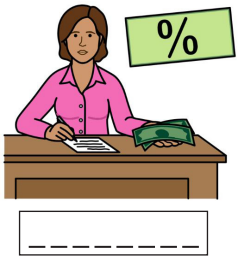
Tax information



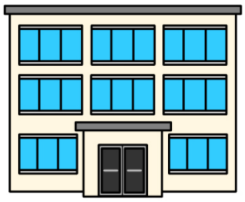
Tax information might be

- information about your pay

- your **Tax File Number**.



Your Tax File Number or **TFN** is a number you need to pay your taxes in Australia.



If your tax information is breached

- contact the Australian Taxation Office

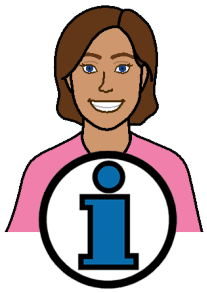
- ask the Australian Taxation Office what to do next.

Website

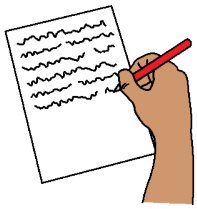
www.ato.gov.au/About-ATO/Contact-us/

Act quickly

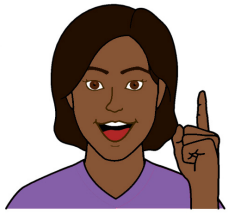
If your data is breached it is important to act quickly.



What you do will depend on what information is breached.



Write down the things you did to manage the breach for later.



What you write down can help you fix the problem later.

Be safe

000

Call Triple Zero or 000 if

- you do **not** feel safe

- there is an emergency

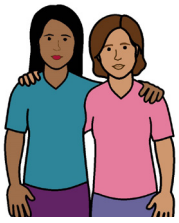
- you think you might be in danger.

Look after yourself

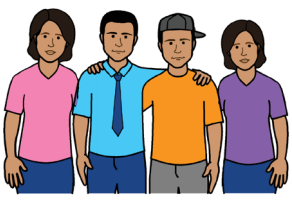
If you feel upset or stressed, talk to someone you trust.

For example

- your doctor



- a good friend



- a family member.

More help

Contact **IDCARE** for help to protect your information if it is breached.

Call 1800 595 160

Website www.idcare.org

More information

For more information contact the Office of the Australian Information Commissioner.

Call 1300 363 992

Website www.oaic.gov.au/data-breaches

National Relay Service

If you need help to speak or listen use the National Relay Service.

Call 1800 555 660

Website
communications.gov.au/accesshub/nrs

Give the relay officer the phone number you want to call.

Notes

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