



## Act quickly if you are affected by a data breach

An organisation that must comply with the Australian Privacy Act has to tell you if a data breach involving your personal information is likely to cause you serious harm.

If you are told about a data breach, you should act quickly to reduce your risk of harm. Keep a record of what you do as this may be useful if you experience harm.

The action you take depends on the information involved.

### If a data breach involves your:

#### Contact information

such as your home address, email or phone number



**Change your email account passwords.** If you emailed yourself passwords, change these as well. Enable multi-factor authentication if possible.

**Take care with emails and phone calls** as you may be targeted by scammers. Do not share your personal information until you are certain about who you are sharing it with.

#### Financial information

such as your credit card or online banking login details



**Change your online banking account passwords and your banking PIN.**

**Advise your financial institution** that your information has been involved in a data breach.

**Check your account statements.** If you spot any purchases you didn't make, report these immediately to your financial institution.

**Request a copy of your credit report** to check if it includes any unauthorised loans or applications.

#### Government-issued identity document

such as your driver's license or Medicare details



**Contact the agency that issued the identity document for advice** using the contact details on their website.

#### Health information

such as your health care records or prescriptions



**Contact your health service provider** using the contact details on their website.

#### Tax-related information

such as your tax file number



**Contact the Australian Taxation Office** using the contact details on [ato.gov.au](http://ato.gov.au). They can monitor any unusual or suspicious activity with your tax file number.

Importantly, **take care of yourself.** If your physical safety is at risk, contact the police. If you are distressed, contact your doctor, a support service or your family or friends.