

**From:** [REDACTED]  
**To:** [Melanie Drayton](#); [Angelene Falk](#)  
**Cc:** [REDACTED]; [Elizabeth Hampton](#); [Amie Grierson](#); [Amanda Baird](#); [REDACTED]  
**Subject:** RE: Facebook Technical Issue [SEC=UNCLASSIFIED]  
**Date:** Saturday, 23 March 2019 11:20:43 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

---

Dear Melanie,

[REDACTED]

The data science teams involved have been working hard on validating these user numbers. The validation is a complex process and there is a considerable volume to deal with to ensure that the numbers accurately reflect the number of relevant users, without duplication or error. This has been expedited in order to get these numbers to you as soon as possible and, with that in mind, there are a couple of minor qualifications to bear in mind:

- these numbers reflect the vast majority of the numbers in question. There are 5 remaining datasets relating to very low numbers of Facebook users that are still in the process of validation, so these overall numbers may change slightly, but not materially.
- these numbers are for Facebook (including Facebook Lite) but do not include Instagram. The numbers in relation to Instagram are, however, significantly smaller than for Facebook so, again, the overall numbers (once Instagram is included) may change slightly, but not materially.

I will update you with confirmation of the additional numbers and a copy of the user notifications as soon as they are available. We will be happy to respond to further questions you or your team has with regard to this matter. Our apologies about a confusion about a second announcement – at this stage our only announcement relates to the newsroom post <https://newsroom.fb.com/news/2019/03/keeping-passwords-secure/>.

Facebook considers the above information confidential and requests you afford this email the full scope of confidentiality protections provided under Australian law. If you contemplate disclosing any information provided by Facebook, Facebook kindly requests reasonable advance notice and a reasonable opportunity to respond, and to pursue any remedies available, before any valid disclosure may be made.

Please do not hesitate to contact [REDACTED] or myself with any further questions.

Regards,

[REDACTED]

[REDACTED] | [facebook](#) | Legal | + [REDACTED]

NOTICE: This email (including any attachments) may contain information that is private, confidential, or

protected by attorney-client or other privilege. Unless you are the intended recipient, you may not use, copy, or retransmit the email or its contents.

---

**From:** Melanie Drayton <melanie.drayton@oaic.gov.au>  
**Sent:** Friday, March 22, 2019 11:40 AM  
**To:** [REDACTED] <[REDACTED]> Angelene Falk <angelene.falk@oaic.gov.au>  
**Cc:** [REDACTED] <[REDACTED]> [REDACTED] <[REDACTED]> [REDACTED] <[REDACTED]>  
[REDACTED] <[REDACTED]> Elizabeth Hampton <elizabeth.hampton@oaic.gov.au>; Amie Grierson <amie.grierson@oaic.gov.au>; Amanda Baird <amanda.baird@oaic.gov.au>  
**Subject:** RE: Facebook Technical Issue [SEC=UNCLASSIFIED]

Hello [REDACTED]

Commissioner Falk is currently travelling back from London after participating in the Executive Committee meeting of the International Conference of Data Protection and Privacy Commissioners, I am responding on her behalf.

We had become aware of this issue through the early morning media reports.

Thank you for your email notifying of a technical issue involving Facebook's storage of passwords in plain text.

Our team that handles data breach notifications and Commissioner initiated investigations will be in contact for further information. We would appreciate a copy of any notice that you send affected Australians and details about the number of affected Australians. I have copied Amie Grierson and Amanda Baird into this email.

Does the second last line of your email reflect that there will be a second announcement, in addition to the newsroom link you provided?

Thanks and kind regards  
Melanie



**Melanie Drayton** | Assistant Commissioner – Regulation and Strategy  
Office of the Australian Information Commissioner  
GPO Box 5218 Sydney NSW 2001 | [oaic.gov.au](http://oaic.gov.au)  
+61 2 9284 9812 | +61 408 816 884 | [melanie.drayton@oaic.gov.au](mailto:melanie.drayton@oaic.gov.au)

   [Subscribe to OAICnet newsletter](#)

---

**From:** [REDACTED] <[REDACTED]>  
**Sent:** Friday, 22 March 2019 1:05 PM  
**To:** Angelene Falk <[angelene.falk@oaic.gov.au](mailto:angelene.falk@oaic.gov.au)>  
**Cc:** Melanie Drayton <[melanie.drayton@oaic.gov.au](mailto:melanie.drayton@oaic.gov.au)>; [REDACTED]

<[REDACTED]> <[REDACTED]>

**Subject:** Facebook Technical Issue

Dear Commissioner Falk,

I wanted like to ensure that you receive important information from us.

We have just announced that we found a technical issue that affected our storage of users' information – more details are provided here: <https://newsroom.fb.com/news/2019/03/keeping-passwords-secure/>. We plan to notify affected users about the issue. Although our investigation continues, we have found no evidence that any of this information was accessed without authorization or misused by anyone inside or outside Facebook. Nevertheless, we wanted to make sure that you heard about this from us first.

We kindly request that the contents of this note be kept confidential. We will follow up with our announcement as soon as it has been published. I remain at your disposal for any queries you may have.

Please let us know if you have any questions.

Kind regards,

[REDACTED]

--

[REDACTED] Facebook + Instagram | M: + 61 [REDACTED] |

E: [REDACTED]

\*\*\*\*\*  
WARNING: The information contained in this email may be confidential.  
If you are not the intended recipient, any use or copying of any part of this information is unauthorised. If you have received this email in error, we apologise for any inconvenience and request that you notify the sender immediately and delete all copies of this email, together with any attachments.  
\*\*\*\*\*

**CII19/00005**Baird, Amanda  
02-Apr-2019 1:33 PM**Title**

Facebook Inc

**Receipt Details**

File Type:	Privacy	Received Date:	22-Mar-2019 2:03 PM
Case Type:	To be Determined	Received By:	Baird, Amanda
How Received:		Registered Date:	22-Mar-2019 2:03 PM
Owned By:	Baird, Amanda	Registered By:	Baird, Amanda

**Case Details**

Stage:	Registration
File Security:	UNCLASSIFIED
Primary Client Group:	Organisation
Parent Case Entity Code:	CII
Case PrimaryPerson:	Facebook Inc
Source:	Media Coverage
Limited Access CII:	No
Retention Class:	OAIC RA 61986 (D2)

**Summary**See <https://newsroom.fb.com/news/2019/03/keeping-passwords-secure/>.

Media reports that the Facebook passwords of hundreds of millions of individuals were stored in plaintext from 2012 to 2019, and were potentially searchable by Facebook employees.

**Actions - 6 (2 Open, 4 Completed)**

Action	Owner	Due	Completed
Register Case (CII)	Baird, Amanda	25-Mar-2019	22-Mar-2019
Allocate Case (CII)	Baird, Amanda	25-Mar-2019	
Prepare PI Letter to R (PC-027)	Baird, Amanda	25-Mar-2019	02-Apr-2019
Await Clearance – PI Letter to R	Grierson, Amie	04-Apr-2019	02-Apr-2019, Baird, Amanda: Not Required
Send PI Letter to R (PC-027)	Baird, Amanda	03-Apr-2019	02-Apr-2019
Await response - Respondent or Rep	Baird, Amanda	16-Apr-2019	
PI response due 15/2/2019			

**Documents - 4**

Title	Date Added	By
Email from R	22-Mar-2019 1:07 PM	Baird, Amanda
Email to R	22-Mar-2019 2:39 PM	Baird, Amanda
Email from R	23-Mar-2019 11:20 AM	Baird, Amanda
Email to R	01-Apr-2019 5:26 PM	Baird, Amanda