



20 December 2018

Dear Client,

Notifiable Data Breach – Incident Notification

I am writing to advise you of a data security incident at Highview Accounting & Financial (Highview). Although there is no evidence that your personal information has been accessed, we are providing you with this notification in the interests of being fully transparent with you.

What happened?

On **26 November 2018**, we discovered that Highview had been the victim of an incident, in which it appears that an unidentified source had access to one of our staff member's email accounts for a period of less than 4 weeks in November 2018. As soon as we became aware of this incident, we acted swiftly, taking proactive measures to contain the situation, prevent unauthorised access to your records and investigate the incident's potential impact.

We can assure you that Highview has and is continuing to take extensive measures to protect your information. We have engaged external IT expertise, supported by an independent cybersecurity firm, to assist us in our investigation.

Why are you notifying me?

There is no evidence that any personal, financial or other sensitive information was accessed or downloaded.

Although our IT consultants found no evidence that any information was accessed or downloaded, we are taking the **precautionary** step of notifying any individuals whose information may have been affected.

What information may have been accessed?

Our investigation revealed that the information held within the staff member's Office 365 email account may have included some of your personal and financial information, including (but not limited to):

- your full name, date of birth, telephone number(s), email address or home address; and,
- your tax file number or bank details.

CRANBOURNE

2 Codrington Street
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What else are we doing

We appreciate how important data security is to our clients and we want to assure you that we take the protection of our client's information very seriously.

Since the completion of our initial investigation into the incident, we have begun undertaking an independent external review of our cybersecurity policies and procedures. We are committed to ensuring that we are protected (as much as we can possibly be) from an incident like this occurring again.

We confirm that we have also reported this incident to the Office of the Australian Information Commissioner in accordance with our statutory obligations.

Recommended steps

You may want to consider taking the below steps to maximise the ongoing security of your information:

1. Consider updating your passwords.
2. Consider enabling multi-factor authentication on your online accounts.
3. Be aware of any suspicious emails, unsolicited telephone calls, SMS and email phishing scams which require you to click on a link and only respond to legitimate Highview communications. Please be aware that **Highview will never email you to advise of any changes relating to bank accounts or ask you to confirm any sensitive information.**
4. Be aware of any emails attempting to impersonate staff members of Highview.
5. Ensure you have robust and up-to-date cybersecurity software installed on all your devices. Contact your financial institution and discuss with them any need for increased security over your accounts.
6. Consider engaging IDCare, which provides a national identity cyber security service for individuals (<https://www.idcare.org/>).
7. Review and continue to monitor your consumer credit report for any discrepancies or unusual activity. You can apply for an annual free credit report from several credit reporting agencies, including, for example, Equifax.
8. Additional guidance about protecting your identity can be found on the Office of the Australian Information Commissioner's website (<https://www.oaic.gov.au/individuals/data-breach-guidance/what-to-do-after-a-data-breach-notification#other-resources>).

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Further information

We have additional information on our website regarding this incident that can be accessed via this link: www.highview.com.au/news

Should you have any further concerns or questions relating to this incident, we are here to assist. Please do not hesitate to contact us via the details below:

We have set up a dedicated email mailbox at support@highview.com.au for all queries in relation to this incident.

Alternatively, please contact:

On behalf of Highview's Partnership group, Highview's Practice Manager, Peta Iliopoulos.

We sincerely apologise for any inconvenience caused as a result. We want to assure you that we are doing everything we can to minimise the possibility of this happening again. Should we obtain any further detail confirming any increased risk to your own information, we will let you know.

We thank you for your understanding and for being a valued Highview Accounting & Financial client.

Yours sincerely,

Peta Iliopoulos

Practice Manager

On behalf of the Partnership Group of Highview Accounting & Financial

E: support@highview.com.au

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