LORETO
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Steps can you take to protect your information

General guidance

If you have concerns about the incident (or your information more generally), below are some precautionary steps you can take to protect your information against potential misuse:

- be aware of email, telephone and text-based scams. Do not share personal information with anyone unless confident about who you are sharing it with;
- remain alert for any phishing scams that may come to you by phone, post or email;
- when on a webpage asking for your login credentials, take note of the web address or URL ('Uniform Resource Locator'). The URL is located in the address bar of your web browser and typically starts with https://;
- if you are suspicious of the URL, do not provide your login details. Contact the entity through the usual channels to ensure you are logging into the correct web page. Please note that Loreto Toorak will never contact you to ask for your username or password;
- enable multi-factor authentication for your online accounts where possible, including your email, banking, and social media accounts;
- ensure you have up-to-date anti-virus software installed on any device you use to access your online accounts;
- review your recent transaction history and bank statements for any suspicious activity. Contact your bank in the instances where suspicious activity is identified;
- follow the Australian Competition and Consumer Commission's Scamwatch guidance for protecting yourself from scams here: https://www.scamwatch.gov.au/get-help/protect-yourself-from-scams/; and
- for more information, visit the OAIC's tips for further guidance about protecting your identity:
  - https://www.oaic.gov.au/privacy/your-privacy-rights/tips-to-protect-your-privacy/ and
  - https://www.oaic.gov.au/privacy/data-breaches/data-breach-support-and-resources/.

Tax File Number (TFN)

If you have concerns about any TFN information that you may have provided to Loreto Toorak and have not received a notification statement, please contact us on our cyber security incident email or phone line. We can assist you by verifying if any of your information was involved.

We have notified the Australian Taxation Office (**ATO**) about any TFNs identified as potentially involved. The ATO has confirmed that it has set up monitoring and applied additional protective measures on these accounts. You can contact the ATO at identitysupport@ato.gov.au, or on **1800 467 033** (available 8am to 6pm AEST Monday to Friday).

Medicare information

If you have concerns about any Medicare information that you may have provided to Loreto Toorak and have not received a notification statement, please contact us on our cyber security incident email or phone line. We can assist you by verifying if any of your information was involved.

We notified Services Australia about information identified as potentially involved. Services Australia has confirmed that it has applied proactive security measures to relevant accounts. You can contact Services Australia at the **Scams and Identity Theft Helpdesk** on **1800 941 126** (available 8am to 5pm AEDT Monday to Friday).

Identification information

If you have concerns about any identification information you may have provided to Loreto Toorak and have not received a notification statement, please contact us on our cyber security incident email or phone line. We can assist you by verifying if any of your information was involved.

Unauthorised access to identification information generally does not affect its validity, meaning it can still be used for its intended purpose and as a valid form of proof of identity. However, copies of identification documents may provide credentials that can be used to carry out unauthorised activities when combined with other forms of identification.

If you decide to replace your identification document, you will need to contact the issuing authority for further information. Prior to taking any steps to replace identification documents, we recommend that you contact our cyber security incident email to confirm whether any of your identification information was identified as potentially involved in the incident, as well as whether it was current or expired.

Credit report or ban

If you have concerns about identity theft (not just in relation to this incident), you can apply for an annual free credit report via the credit reporting agencies mentioned below.

Name	Website
Illion	https://www.creditcheck.illion.com.au/
Experian	http://www.experian.com.au/consumer-reports

Who can I contact for more information about cyber security incident?

If you have any questions once you have had a chance to review above, we encourage you to contact us at **information@loretotoorak.vic.edu.au** or via phone on **03 8290 7817.**

We are committed to supporting you through this process.