

# Worldwide data breach

# STORY

What can we learn from the PageUp data breach?

In 2018, the worldwide PageUp data breach made headline news. As required by Europe's General Data Protection Regulation (GDPR), PageUp notified European authorities when it discovered that job applicants' personal information had been accessed. Luckily, it didn't seem to have been stolen.

**PageUp is a UK based company that manages recruitment processes. It was reported to have two million active users across 190 Countries. Some Queensland government agencies were among these users. As government agencies, they are covered by the Information Privacy Act 2009.**

Queensland agencies that suspected they were impacted contacted the Office of the Information Commissioner (OIC) straight away. Because they reached out for advice early, communications were coordinated and people could be accurately referred to the right place for up to date information. The impact on Queenslanders was investigated without unnecessary panic for job applicants.

Agencies should seek advice as early as possible to minimise risk to individuals, and to the agency's reputation.



Although not a requirement for agencies subject to Queensland's *Information Privacy Act 2009*, the Commonwealth's Mandatory Data Breach Notification scheme provides a model of how to respond to a data breach. Agencies and organisations regulated under the Australian *Privacy Act 1988* are required to notify affected individuals and the Office of the Australian Information Commissioner when a data breach is likely to result in serious harm to individuals whose personal information is involved in the breach.

Valuable information for how a Queensland agency should respond to a potential data breach can be found at <https://www.oic.qld.gov.au/guidelines/for-government/guidelines-privacy-principles/privacy-compliance/privacy-breach-management-and-notification>

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See <https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme#how-to-notify> for information about the Commonwealth's mandatory data breach notification regime.

*Individuals were advised to (1) immediately and regularly change passwords, and (2) be wary of phishing emails and telephone scammers. This is good advice for all of us.*



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