

Optus and Medibank Data Breaches

What to do if your personal information is stolen in a data breach

In recent years there have been significant data breaches from large businesses in Australia, including the latest events involving Optus and Medibank in which customer information was stolen. This information can be used for a range of criminal activities, leaving customers vulnerable to identity theft and other financial crimes.

This fact sheet sets out what you can do to protect yourself and reduce the chances of being targeted by scammers.

Stay vigilant

If you are a customer that has been affected by a data breach, be on high alert for potential scams. You may receive more contact from unknown sources via telephone, SMS, email or social media. Do not click on any links or open attachments, and never provide anyone with your personal information.

Secure your devices and backup your data

Ensure you update your devices' software automatically, including the latest security updates. Regularly backup your data to ensure any stolen information can be restored to your device.

Add Multi Factor Authentication

Use multi factor authentication for all your online accounts. This requires you to produce a combination of two or more authentication types (e.g. a code, secret question) before granting access to your account. This helps to keep your accounts safe from hacking.

Check your bank statements regularly

Tell your bank if you have been affected by a data breach. Check your bank accounts regularly and contact your bank immediately if you see any unusual activity.

Check your Identity documents

Sometimes after a significant data breach, the government will advise that you need to have your identity documents reissued, such as your driver's licence, passport or Medicare number. Check if you have been affected and change your identity documents if recommended.

Credit report

A credit report will tell you if your stolen identity has been used to secure loans in your name. A credit reporting body must give you access to your consumer credit report for free once every 3 months. You can also request a free copy if you have been refused credit in the last 90 days or your credit related personal information has been corrected. Any other time there may be a small fee to pay.

Credit reporting bodies hold different information, so you may need to request a copy from each credit reporting body.

[Equifax](#) – phone 138 332

[Experian](#) – phone 1300 783 684

[Illion](#) – phone 1300 734 806

Resources

For more information about staying secure online, go to the [Australian Cyber Security Centre](#)

Learn more about how to protect yourself from scams by visiting <https://consumeraffairs.nt.gov.au/for-consumers/scams>

Report all scams at <https://www.scamwatch.gov.au/report-a-scam>

If you are concerned that your identity has been compromised or you have been a scam victim, contact your bank immediately and call IDCARE on 1800 595 160.

If you require any scam advice, please call our office on 1800 019 319 or email us at consumer@nt.gov.au.