

Pareto Phone Data Breach FAQs

22 August 2023

Q1. What service does Pareto Phone provide Cancer Council?

Cancer Council no longer uses Pareto Phone. In the past, Pareto Phone has provided tele-fundraising support to Cancer Councils across Australia. This support involved contacting existing donors with opportunities to extend their donations, become regular givers or reactivate previous regular donations.

Cancer Council is committed to improving cancer outcomes for all Australians, work that is only possible with thanks to the generous donations we receive from supporters.

Q2. How did the data breach occur?

Pareto Phone is currently investigating the breach. We are still waiting for Pareto Phone to provide us with clarity on how many of our donors' data and what kind of data has been breached. As information comes to hand, we are immediately notifying anyone who has been adversely affected, which to date is a very small number.

Cancer Council takes its donors' privacy very seriously and is no longer using Pareto Phone. Cancer Council's own systems were not impacted in any way by this incident. We understand this situation may be concerning for anyone who has generously donated to Cancer Council and we unreservedly apologise for any distress caused.

Q3. How does Cancer Council ensure that third party organisations manage data securely?

Pareto Phone states that they are fully compliant with government and industry regulations including holding payment card industry data security standard (PCI DSS) accreditation, which assures the highest level of protection for credit card details and encrypted payment data.

Cancer Council takes its donors' privacy very seriously and is no longer using Pareto Phone. Cancer Council's own systems were not impacted in any way by this incident. We are working to identify any Cancer Council donors who may be affected and will notify any adversely impacted individuals directly.

Q4. Does Cancer Council still work with Pareto Phone?

Cancer Council takes our donors' privacy very seriously and is no longer using Pareto Phone. Cancer Council's own systems were not impacted in any way by this incident.

Q5. I have donated to Cancer Council in the past, has my information been stolen?

Cancer Council takes its donors' privacy very seriously and is no longer using Pareto Phone. Pareto Phone is currently investigating the breach. We are still waiting for Pareto Phone to provide us with clarity on how many of our donors' data and what kind of data has been breached. As information comes to hand, we are immediately notifying anyone who has been adversely affected, which to date is a very small number.

Q6. Do I need to terminate my regular donations to Cancer Council?

If you have not received notification from Cancer Council that your data has been affected, then you are not impacted by this situation, and you do not need to take any further action at this stage.

You may wish to monitor your financial statements for suspicious activity or contact Australia and New Zealand's national identity and cyber support service, IDCARE. Alternatively, you may wish to contact one of Australia's three credit reporting agencies (Equifax, Illion and Experian), who offer free services allowing you to confirm if your identity has been used to obtain credit without your knowledge or to monitor your financial records.

Cancer Council's work is only possible with the generous support of our donors, and we thank you for your support and patience as we work through this issue. Please be assured that we take this breach very seriously. We are working with Pareto Phone to identify any Cancer Council donors who may have been adversely affected and we will notify those individuals directly and as swiftly as possible.

Q7. What sort of information has been stolen from Pareto Phone?

Pareto Phone is currently investigating the breach, however we understand that a small number of donors personal card information have been impacted by the breach. We are working with Pareto Phone to identify any Cancer Council donors who have been adversely affected and will notify those individuals directly and as swiftly as possible.

Q8. Who should I contact for more information?

If you would like further information from Cancer Council please don't hesitate to contact us on **[insert state contact name and number here]**.