

Pareto Phone Reactive Statement - National

22 August 2023

Please note the following statement is to be used in reactive situations only. All media enquiries should be directed to the CCA media team at media@cancer.org.au who will determine whether they require a national or state response.

Cancer Council is committed to improving cancer outcomes for all Australians, work that is only possible with thanks to the generous support we receive from donors. We are aware that one of our former tele-fundraising providers, Pareto Phone has been the subject of a cyber-incident occurring in April 2023. Pareto Phone informed some Cancer Councils on 14 August 2023, that data had been taken from Pareto Phone systems. To date, not all state and territory Cancer Councils have been affected.

Cancer Council understands that we are one of many charities that Pareto Phone has worked with that have been impacted by their data breach.

Pareto Phone is currently investigating the breach; however, we understand a number of Cancer Council donor details have been obtained in the attack. 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 that this may be a concerning situation for anyone who has generously donated to Cancer Council, and we unreservedly apologise for any distress caused.