

# MEDIA STATEMENT

27 April 2021

## MannaCare Inc. Response to Cyber Attack Incident

MannaCare Inc has recently been informed that there is a possibility that it has been a victim of a recent Microsoft Exchange Service cyberattack, commonly known as the HAFNIUM cyberattack.

On 24 March 2021, MannaCare was advised by its external IT provider of an unexplained increase in activity on its server. Upon becoming aware, MannaCare took immediate steps to investigate and mitigate the possibility of unauthorised access and data loss.

### Actions taken to protect your information

Immediately after being notified by MannaCare's IT provider, the malicious files were removed and multiple scans were performed on all servers and on all work stations. No further malicious files were found and there is no evidence of any remaining threats.

We have been unable to verify what, if any, information was viewed or downloaded. However, out of an abundance of caution, MannaCare has taken steps to protect all information MannaCare holds. If information was accessed, it is possible that personal contact details, employee details and client details (including health information) may have been accessed. MannaCare wishes to assure you that it has taken all necessary steps to secure your details.

The incident did not impact the day-to-day operations of MannaCare or affect the delivery of residential care or any community services. MannaCare has reported the incident to the Office of the Privacy Commissioner.

In light of this possible unauthorised access, MannaCare recommends you be aware of any unauthorised use of your personal details. Please ensure you update your passwords if you are concerned there has been unauthorised access, have anti-virus software installed, do not open attachments from unknown sources and do not share personal information unless you are sure who the recipient is. You should also contact relevant third party providers, such as email account providers, healthcare information or Government agencies if you believe your personal information has been accessed.

General Manager, Corporate Services, Vanessa May said, "Our priority is always maintaining safe and reliable operations while safeguarding the security of personal information of our residents, clients, and employees. To this end, we continue to work with our IT provider and apply security patches immediately as they are released by Microsoft and other relevant third parties."

### Additional Information

For further information on or to access a copy of our Notifiable Data Breach Statement to the Office of the Privacy Commissioner, please go to our website at <[www.mannacare.org.au](http://www.mannacare.org.au)>

If you have any queries or believe that your information has been accessed please contact MannaCare using the details below:

Vanessa May  
General Manager Corporate Services  
Tel: 03 9856 1206  
Email: [vanessa.may@mannacare.org.au](mailto:vanessa.may@mannacare.org.au)