

DBN16/00062Chen, Brandon
16-May-2018 4:24 PM**Title**

CBA - Commonwealth Bank of Australia Limited

Receipt Details

File Type:	Privacy	Received Date:	06-Jun-2016 5:22 PM
Sub Type:	Voluntary	Received By:	Boag, Annan
How Received:		Registered Date:	17-Jun-2016 5:22 PM
Owned By:	Boag, Annan	Registered By:	Boag, Annan
		Closed Date:	24-Oct-2016 11:05 AM
		Closed By:	Boag, Annan

Case Details

Stage:	Closed
File Security:	UNCLASSIFIED
Primary Client Group:	Organisation
Parent Case Entity Code:	Data Breach Notification
Case PrimaryPerson:	CBA - Commonwealth Bank of Australia Limited
Number of people affected:	0
DBN Date aware of incident:	1-Jun-2016
Case Outcome:	no view required
Risk Rating:	High
Risk Rating Q1_A:	Other PI
Risk Rating Q2_A:	Masses (over 100)
Risk Rating Q3_A:	Unaware of breach
Risk Rating Q4_A:	Investigating
Risk Rating Q5_A:	No
Risk Rating Q6_A:	Relevant
Risk Rating Q7_A:	Unlikely
Risk Rating Q8_A:	Possibly
MOU Flag:	N/A
Date of Breach:	1-Jun-2016
Sensitive Information:	No
Affected People Notified:	No
External contacts Notified:	Yes

Case Parties - 2

Notified By Client:	CBA - Commonwealth Bank of Australia Limited
Notified By Contact:	S 47F - personal

Summary

CBA advised of storage media that was misplaced during transport to destruction contractor. CBA provided verbal briefing to OAIC 6 June 2016. CBA has decided not to notify individuals because it is s 47E(d). It also believes there is a low risk the information will be accessed because it is in a format that would require specialist equipment and expertise to recover. CBA to provide OAIC with updates on its investigation.

Issues - 1

Issue Description: APP> APP 11 - Security of Personal Information CP

Is Primary Issue: Yes

Issue Type: Primary

Actions - 20 (All Completed)

Action	Owner	Due	Completed
Register Case	Boag, Annan	20-Jun-2016	17-Jun-2016
Move to DBN Allocation basket	Boag, Annan	20-Jun-2016	17-Jun-2016
Prepare and Send Acknowledgment Letter (DBN)	Boag, Annan	21-Jun-2016	17-Jun-2016
Not required - verbal notification and acknowledgment			
Allocate DBN (Assessment)	Allocation - DBN	20-Jun-2016	17-Jun-2016, Boag, Annan
Assess Data Breach Notification	Boag, Annan	20-Jun-2016	17-Jun-2016: Proceed with DBN
Seek updates and follow up with CBA			
Allocate Case (DBN)	Boag, Annan	20-Jun-2016	17-Jun-2016
Prepare Acknowledgment (DBN)	Boag, Annan	20-Jun-2016	17-Jun-2016
Not required - verbal notification and acknowledgment 6 June 2016			
Await Manager Approval of Ack Letter (DBN)	Toohy, Karen	21-Jun-2016	17-Jun-2016, Boag, Annan: Not Required
Send Acknowledgement Letter (DBN)	Boag, Annan	20-Jun-2016	24-Oct-2016: No Response Required
File Note	Boag, Annan	06-Jun-2016	21-Jul-2016

Section 45

File Note Boag, Annan 26-Sep-2016 23-Sep-2016

Call with **Section 47F** and **Section 47F**, CBA. Provided update on investigation. Most likely scenario is that lost media was found and disposed as rubbish. As such, together with difficulties involved in accessing data, they assess very low risk to individuals involved and propose not to notify. Acknowledged this. Requested update be provided in writing.

File Note Boag, Annan 29-Sep-2016 28-Sep-2016

Call with **Section 47F** and **Section**. Discussed OAIC request for CBA to provide written notification of incident to OAIC. Agreed notification would be provided in confidence given commercial sensitivity for CBA associated with this incident. CBA also noted that although it would initially describe incident in general terms it is very happy to clarify any aspect of the incident at OAIC's request.

Prepare Letter (Ad-Hoc)	Boag, Annan	25-Oct-2016	21-Oct-2016
Await Manager Approval (Corro Ad Hoc)	Solomon, Andrew	23-Oct-2016	21-Oct-2016: Approved
Send Letter	Boag, Annan	26-Oct-2016	24-Oct-2016
Close Case	Boag, Annan	25-Oct-2016	24-Oct-2016
File Note	Boag, Annan	07-Mar-2017	06-Mar-2017

Call from CBA. Journalist is reporting incident. Journalist believes OAIC has ongoing investigation. I confirmed no ongoing investigation. CBA wish to deny this by quoting a sentence from our close letter. I asked to be provided with a copy of proposed statement.

File Note	Grierson, Amie	01-May-2018	30-Apr-2018, Baird, Amanda
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File Note	Grierson, Amie	01-May-2018	02-May-2018
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Phone call to Section 47F requesting that she assist me in contacting Section 47F. While speaking to Section 47F, phoned, and I advised Section 47F of this and ended the phone call.

File Note	Grierson, Amie	01-May-2018	02-May-2018
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Phone call with Section 47F. See associated file note.

Documents - 14

Title	Date Added	By
Meetings with CBA: Tuesday 7 June [SEC=UNCLASSIFIED]	02-Jun-2016 6:42 PM	Boag, Annan
FW: CBA matter [SEC=UNCLASSIFIED]	24-May-2016 5:03 PM	Boag, Annan
RE: CBA matter [SEC=UNCLASSIFIED]	20-Jul-2016 6:37 PM	Boag, Annan
CBA letter to OAIC	20-Oct-2016 1:21 PM	Boag, Annan
Letter to CBA.docx	21-Oct-2016 10:08 AM	Boag, Annan
RE: CBA letter to OAIC [SEC=UNCLASSIFIED]	21-Oct-2016 11:00 AM	Boag, Annan
RE: CBA letter to OAIC [DLM=Sensitive]	24-Oct-2016 9:58 AM	Boag, Annan
RE: CBA statement [SEC=UNCLASSIFIED]	06-Mar-2017 5:13 PM	Boag, Annan
CBA statement	06-Mar-2017 4:28 PM	Boag, Annan
CBA contact regarding a previous DBN [SEC=UNCLASSIFIED]	30-Apr-2018 7:05 PM	Grierson, Amie
DBN16 00062 File note of phone call with Section 47F	10-May-2018 10:00 PM	Grierson, Amie

Section 47F CBA 1 May 2018.docx		
DNB16 00062 File note of phone call with Annan Boag 1 May 2018.docx	10-May-2018 10:00 PM	Grierson, Amie
DNB16 00062 File note of phone call with Section 47F CBA 1 May 2018.docx	10-May-2018 10:00 PM	Grierson, Amie
DNB16 00062 File note of phone call with Section 47F CBA 1 May 2018.docx	10-May-2018 10:00 PM	Grierson, Amie

Cross References - 3

Case	Comments
CII18/00005	
FOIREQ18/00046	
FOIREQ18/00045	

Comments - 1

Created	By	Comment
24-Oct-2016 11:05 AM	Boag, Annan	Case Closed by Section 47E(d) \annan.boag on 24-Oct-2016 11:05

From: [Karen Toohey](#)
To: [Annan Boag](#)
Subject: FW: CBA matter [SEC=UNCLASSIFIED]
Date: Tuesday, 24 May 2016 5:03:39 PM

To discuss

From: Section 47F
Sent: Tuesday, 24 May 2016 4:43 PM
To: Karen Toohey <xxxxx.xxxxx@xxx.xx>
Cc: Section 47F
Subject: CBA matter

Dear Karen

I write further to your conversation with Section 47F on Friday. We are expecting to receive the preliminary independent investigation report from KPMG shortly and would now like to arrange to meet with you to brief you further on this matter. We intend to conduct some initial analysis of the report once it is received so it would be our preference to meet early next week. Please let me know if this is suitable and we can exchange some possible times.

If you have any queries please let me know.

Kind regards

Section 47F personal privacy

Commonwealth Bank

Section 47F

Sydney NSW 2001

Phone - Section 47F

Mobile - Section 47F

Email - Section 47F

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this
e-mail by typing Unsubscribe in the subject line.



Our reference: DBN16/00062

Section 47F

Commonwealth Bank of Australia

By email: Section 47F

Dear Section 47F

Incident involving lost storage tapes

I refer to your letter of 19 October 2016 regarding the loss of two storage tapes by a Commonwealth Bank of Australia (CBA) supplier, Fuji Xerox Business Force Pty Ltd (FX).

Thank you for informing the OAIC of CBA's investigation into the incident and the steps taken by CBA to protect its customers and minimise the risk of recurrence.

In light of CBA's response and the apparent likelihood that the tapes have been disposed, the OAIC does not intend to take any further action at this time.

If there are any material changes with respect to CBA's understanding of the incident, particularly if CBA obtains information suggesting the tapes have been accessed by an unauthorised party, I request that CBA provide the OAIC with an update.

The OAIC contact for this matter is Mr Annan Boag, Director, Dispute Resolution, who can be reached on 02 8231 4266 or at annan.boag@oaic.gov.au.

Yours sincerely

Andrew Solomon
Assistant Commissioner, Dispute Resolution

24 October 2016

From: Amie Grierson
To: [Angelene Falk](#); [Melanie Drayton](#)
Cc: [Sarah Croxall](#); [Sarah Harmelink](#); [Amanda Baird](#)
Subject: CBA contact regarding a previous DBN [SEC=UNCLASSIFIED]
Date: Monday, 30 April 2018 7:05:00 PM

Hi Angelene and Melanie,

I wanted to bring to your attention something the CBA notified us of today. I spoke with Melanie, and she suggested I email you both with a brief summary of the contact.

s 47E(d)



s 47E(d)



Annan and Karen were briefed on that matter in 2016. The file shows that Annan advised that no further steps should be taken, and Timothy agreed to that course of action. Andrew sent a letter on 24 October 2016 closing the DBN in light of CBA's response, and the apparent likelihood that the tapes had been disposed of.

There was some contact from CBA with Annan early last year when CBA advised that a journalist from the Age may be writing about the matter.

s 47E(d)



If you have any questions please let me know.

Thanks,

Amie