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**22 January 2024.**

## **Important Notice Regarding Recent Security Incident and Data Security Measures**

Dear Valued Patients,

This notification is to inform you about a security incident where our back-up hard drives were stolen. The theft did not occur at the clinic. While the risk of a data breach is low due to the security measures in place, we are committed to transparency and would like to keep you informed of developments relating to the security of your personal information.

### **Key details of the incident**

- The incident appears to be a random opportunistic act of theft.
- There are no labels on the hard drives to associate them with The Crane General Practice.
- The data stored on the hard drives is encrypted (AES-256 Encryption) and password-protected, minimising the risk of unauthorised access.
- The incident happened last week during transportation of the hard drives between the clinic and the after-hours secure storage site.
- The risk of unauthorised access to your personal information is low.

### **What have we done in response to the incident?**

- We have reported the incident to the relevant authorities and service providers, including the Police, the Office of the Australian Information Commissioner (OAIC), our IT provider and our medical software provider. We are working closely with the authorities to both investigate and take appropriate precautionary actions.
- We are conducting a thorough review of our systems to further enhance our security protocols.

### **What does this mean for you?**

- We would like to assure you that the risk of unauthorised access to your personal information and medical history is low due to the security measures in place.
- The data backed up in the hard drives includes data from our medical software, which holds your personal information and medical history (as detailed in our [Privacy Policy](#)).
- Your credit card details are not impacted by the incident. The secure tokenisation service used ensures that your card details are always fully secure and never exposed, even to our staff.

- Your medical care will not be affected. Our Practice still retains your most current personal information and medical records. The data in the hard drives is a back-up of the original data we hold.
- As a precautionary measure, we encourage you to be vigilant to potential scam phone calls/emails and identity theft.
- Please let us know as soon as possible if you are concerned about any suspicious activity or threats from a third party regarding your personal information and medical history. Please email our Practice Manager at [pm@thecranegp.com.au](mailto:pm@thecranegp.com.au) and mark your email as 'High Priority'.
- We will keep you informed of any significant updates.

**Where can you get more information and support?**

- [OAIC's online support and resources](#)
- Contacting our dedicated support team: If you have any concerns or questions, or if you are experiencing distress relating to the incident, please do not hesitate to reach out to our dedicated support team in writing at [pm@thecranegp.com.au](mailto:pm@thecranegp.com.au) – this is the most efficient method. Alternatively, you may leave a message for our support team by speaking to our receptionists at 03 90883258, and our support team will get back to you as soon as possible. Please note that all queries relating to the incident can only be addressed by our dedicated support team to ensure you are provided with the latest accurate information. Our receptionists, nurses and GPs are unable to address your queries relating to the incident.

Your trust is of utmost importance to us, and we want to assure you that we are doing everything in our power to safeguard your data. We sincerely apologise for any inconvenience and concern this may cause, and thank you for your understanding. We remain committed to providing you with the highest level of care and privacy.

Yours sincerely,

Dr Shueh Hwuei Lim  
Principal GP/Director,  
The Crane General Practice.