



# Cyber Security and Support

Compass Group Australia experienced a cyber incident in early September 2024. While we acted swiftly to contain the incident, some data was taken from our local systems. Subsequent investigations into the nature and extent of the impacted data indicate that it relates to a relatively small number of Compass Group Australia employees, including former employees.

We are in the process of formally notifying and supporting affected individuals, and will continue to do so over the coming weeks.

**This page provides information, advice and support for those affected.**



## Support

Manage the impact with our specialist support



## Protect

Protect yourself from the risks of cybercrime



## FAQs

Read our frequently asked questions

# General Advice

## **There are immediate precautions everyone can take to protect themselves against the risk of identity theft, scams or fraud:**

- Remain alert to any increased scam activity, especially through email, text messages or telephone calls, particularly where the sender or caller purports to be from Compass Group.
- If you receive any suspicious emails, text messages or telephone calls, do not provide your online account passwords, or any personal or financial information.
- Do not respond to, open or click on links in emails/text messages if you are unsure about the sender.
- Visit the Australian Cyber Security Centre's webpage at <https://www.cyber.gov.au/protect-yourself/>
- Where available, use two-step authentication – such as an authentication application – for personal email accounts and other online accounts.
- Check your credit report (to alert you to any attempts to open a credit account in your name)
- Stay informed of the latest threats by visiting <https://www.cyber.gov.au/threats> and the latest scams by visiting <https://www.scamwatch.gov.au/>
- Visit IDCARE's Learning Centre and the OAIC website for further information and resources on protecting your personal information.

# FAQs

## **What has happened?**

Compass Group Australia experienced a cyber incident in early September 2024.

We worked continuously with forensic experts and specialist legal counsel to remove the threat, implement additional monitoring and surveillance, and analyse the information that was compromised. We are aware that some of the data that was taken from our systems was published online. Compass Group Australia secured a court injunction to limit, as far as possible, any party from accessing or re-publishing that data. Protecting our people and our clients is our highest priority. We have worked closely with third-party forensic experts to analyse the published data so that we can offer the appropriate advice and support to people whose high-risk information has been affected.

## **What data has been impacted?**

At this stage, we know the data includes personal information pertaining to a relatively small number of Compass Group Australia employees, including former employees. If your high-risk data was compromised, you will receive a letter from us detailing what type of information was impacted and what support and advice we are providing.

While the notification process is underway, this may take some time to complete.

## **Have you reported the matter to the authorities?**

Yes. We have reported this incident to the Australian Cyber Security Centre, the National Office of Cyber Security, the Office of the Australian Information Commissioner and law enforcement. We have worked closely with each of these agencies to manage the consequences of the incident and to assist those who have been affected.

## **If I have concerns, who can I contact?**

If our investigations identify that your high-risk information has been impacted by this incident, we will send you a letter detailing what type of information was impacted and what support and advice is available to you.

**Any further enquiries or concerns can be directed to [communications@compass-group.com.au](mailto:communications@compass-group.com.au)**