



STANDING COMMITTEE ON PLANNING, TRANSPORT AND CITY SERVICES
Jo Clay MLA (Chair), Suzanne Orr MLA (Deputy), Mark Parton MLA

Inquiry into Annual and Financial Reports 2020-2021

QUESTION ON NOTICE

Asked by Ms Nicole Lawder MLA: To ask the Minister for Transport and City Services

Ref: Transport and City Services, Annual Report

In relation to: Container Deposit Scheme

In relation to:

1. Have there recently been issues with cyber security with Return-It and ACT CDS Express Account holders? Please explain what happened.
2. What steps are in place to prevent cyber security breaches
3. Was any Express Account Holder financially disadvantaged in this cyber security breach? I.e., Did any account balances or part balances get transferred?
4. How many customers were affected? How many customers contacted you about this breach?
5. How many registered Express Account Holders are there in total?
6. Was this a notifiable data breach?
7. Did ACT Government or any part thereof report the breach to any other agency? If so, what was the response?
8. Has the source of the breach/hackers been identified?
9. Is there any work to improve security to prevent this occurring again?

Mr Chris Steel MLA: The answer to the Member's question is as follows:—

1. On Friday 4 March 2022, Re.Turn discovered that an unknown entity managed to access authorised personal accounts of two users of its service. Re.Turn immediately notified the ACT Government of this issue and took steps to investigate and rectify the issue.
2. Under the terms of the Network Operator Agreement, Re.Turn It is required to ensure that the system has adequate security measures in place to prevent mishandling of information, as well as ensure that digital security systems and procedures are updated to address evolving technology and security threats. Re.Turn It will provide a 'Corrective Action Plan' to

the Territory for approval, highlighting steps that will be taken to prevent future cyber security breaches.

3. Re.Turn It has advised that preliminary investigations indicate no account holder had their account balances transferred in full or in part.
4. Re.Turn It has advised the Territory of two instances occurring. No customers have contacted the ACT Government.
5. Re.Turn It does not disclose this information to the Territory. Should the matter be considered a 'Notifiable Data Breach' under the Federal *Privacy Act 1988*, Re.Turn It has a statutory obligation to report it.
6. Investigations on this matter are still ongoing. Re.Turn It will fulfil all statutory obligations where necessary.
7. The ACT Government is not responsible for reporting this breach to another entity as it is not information retained by the ACT Government.
8. Re.Turn It has advised it is continuing to investigate.
9. Re.Turn It has advised that it is reviewing its security procedures.

Approved for circulation to the Standing Committee on Planning, Transport and City Services

Signature:



Date:

23/3/22

By the Minister for Transport and City Services, Mr Chris Steel MLA