

***Cyber incident – Public Notice regarding Pinnacle Midlands Health cyber incident in September 2022***

Tēnā koe

This notice sets out what happened and how we’ve responded to the unfortunate event. We also have recommendations for what you can do next, including accessing further support.

# **What happened?**

Fairfield Medical Centre, together with several other New Zealand medical practices, uses a data storage platform provided by a third-party provider. This platform is not used to host our patient management and clinical notes systems. It is, however, used to host a range of other data, including limited personal, clinical, and commercial data.

On 28 September 2022 a third party gained access to the cloud services provider. While the compromise did not occur on Fairfield Medical Centre’s systems, the attack impacted our IT systems more generally.

The provider of the impacted cloud service has investigated the incident with external specialists. We have been informed that some information stored on the compromised system was accessed by an unauthorised third party and uploaded to the dark web. The dark web is not something that can be searched and access by general members of the public, as it requires special software and knowledge to access. We are not aware of any of the information being made publicly available.

# **How has Fairfield Medical Centre responded?**

We have been in contact with the impacted cloud service provider, who has been investigating the incident and providing regular updates. In particular:

* the cloud service in question has restricted access to the impacted platform and implemented further security measures to ensure all practice information is secure going forward;
* we have notified and continued to work with relevant authorities, including the Office of the Privacy Commissioner;
* we have obtained and reviewed the impacted data and are in the process of notifying individuals where appropriate.

Given the resources available to Fairfield Medical Central we are not able to notify every individual with information implicated in the breach. We are proactively notifying those individuals who have had potentially sensitive information impacted. If you have not received a notification but would like to confirm whether your information has been impacted, please contact us on [cyberincident@fairfieldmed.co.nz](mailto:cyberincident@fairfieldmed.co.nz)

# **What should I do?**

# The ongoing risk posed by this incident appears relatively low. That said, we would recommend that patients consider the below points as matters of general good practice:

* Stay alert to the prospects of fraud. We are mindful that scammers do take advantage of organisations through impersonation in order to elicit further details and access the affected community. Further information about common scams and frauds and what to look out for can be found on the CERT NZ website : [Home | CERT NZ](https://www.cert.govt.nz/)
* CERT NZ also provide a range of further material about securing your data more generally. Material for individuals can be found here ; [Individuals | CERT NZ](https://www.cert.govt.nz/individuals/)
* Regularly check your credit report for any suspicious entries. Information on how to check your credit report for free can be found here : <https://www.govt.nz/browse/consumer-rights-and-complaints/debt-and-credit>
* If you are concerned that your personal information may be misused, you may also want to consider a temporary suppression of your credit file. This will prevent individuals from using your personal information to imitate you and, for example, open new lines of credit in your name. Further information about seeking a temporary suppression of your credit file can be found here : <https://www.centrix.co.nz/>
* Be wary of any correspondence, texts or phone calls purporting to be from either Fairfield Medical Centre, Pinnacle Health, or any other entity you may engage with (such as law enforcement or your bank), that is asking to change bank accounts details or requesting funds. Always call the sender using an independently sourced number to confirm the legitimacy of any request.
* If you receive a text message or email that you think is spam, the following information may be of use:

Te Tari Taiwhenua (Department of Internal Affairs) has a complaint service for spam text and email, here : <https://www.dia.govt.nz/>

* If you believe you are the victim of an online crime, then please report the matter to the Police dialling 105 (non-emergency reporting) in the first instance.

# **What if I have questions or want to make a complaint?**

# We are deeply sorry that this has happened. We apologise fully for the concern this incident will have caused.

# We understand you may have questions or concerns. Please do contact us on [cyberincident@fairfieldmed.co.nz](mailto:cyberincident@fairfieldmed.co.nz) with any queries, comments or concerns you may have.

# You can also raise any complaints directly with the Office of the Privacy Commissioner here : [Office of the Privacy Commissioner | Home](https://www.privacy.org.nz/)

Ngā mihi

Manja Jagodic, Practice Manager

[www.fairfieldmedicalcentre.co.nz](http://www.fairfieldmedicalcentre.co.nz)

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