

## **Privacy information from MIFF**

This information is regarding a privacy incident that has affected the personal information of some MIFF customers.

If you have not received a notification email, your information was not affected.

We understand that news like this may be concerning, and we sincerely apologise for any worry or inconvenience this incident may cause. Protecting the information entrusted to us is extremely important, and we are taking this matter very seriously.

## **What happened**

On 29 May, MIFF's ticketing provider, Ferve, identified unauthorised access to its ticketing system. As soon as the activity was detected, access to the system was temporarily suspended while investigations commenced.

On 30 May, further unauthorised access to the Ferve ticketing system occurred, and some customers received emails or SMS messages sent directly through the system without authorisation.

MIFF and Ferve are continuing to investigate the incident, determine the full scope of the impact and implement additional security measures to help prevent a similar incident from occurring in the future.

Importantly, no credit card information or MIFF account passwords were accessed.

## **What information may have been affected?**

Our investigation indicates that the personal information involved may include:

- Name
- Email address
- Phone number
- Residential address

At this stage, we have no evidence that any other categories of personal information were affected.

**As a precaution, we recommend that MIFF customers:**

- Be cautious of unexpected emails, text messages or phone calls asking you to provide personal information or click on links.
- Avoid sharing passwords, verification codes, banking information or other sensitive information unless you are certain of the identity of the person or organisation contacting you.
- Monitor your accounts and communications for any unusual activity.
- Consider changing your password as a precautionary measure if you use the same password across multiple online services.

Further information about protecting your personal information following a data breach is available from the [Office of the Victorian Information Commissioner](#).

**What we are doing**

We have taken steps to contain the incident and are continuing to work closely with Ferve to investigate the cause and impact of the unauthorised access.

MIFF has notified the Australian Signals Directorate's Australian Cyber Security Centre, and is working through all relevant regulatory and reporting obligations as our investigation continues.

We will continue to keep affected customers informed as our investigation progresses and will provide further updates when additional information becomes available.

**Contact us**

If you have any questions or concerns, please contact us at: [miff@miff.com.au](mailto:miff@miff.com.au).

We sincerely apologise for this incident and thank you for your patience and understanding while our investigation continues.

**Melbourne International Film Festival**