



DATA BREACH POLICY

08/05/2025

1. PURPOSE

This policy describes how Songbird Speech Language Pathology Pty Ltd will respond to a data breach, in adherence to the Privacy Act 1988.

It is Songbird Speech Language Pathology Pty Ltd's belief that clear roles, responsibilities and procedures will serve as the foundation as a comprehensive privacy program.

This policy outlines:

- a) The steps that Songbird Speech Language Pathology Pty Ltd will take to contain, assess, notify, and review any data breaches that might occur; and
- b) Notifiable Data Breaches and how Songbird Speech Language Pathology Pty Ltd will address them if they occur.

All Songbird Speech Language Pathology Pty Ltd employees, officers, representatives or advisers ('Employees') are required to understand and act in accordance with this policy.

2. DATA BREACH DEFINITION

A data breach occurs when personal information or intellectual property held by Songbird Speech Language Pathology Pty Ltd is subject to unauthorised access, disclosure, modification, or is lost. Data breaches can occur in a number of ways, including but not limited to:

- a) Unauthorised Third-party security breachers (e.g Hackers)
- b) Unauthorised access, disclosure, or modification by Employees and users
- c) Data breaches of Third-party services used by Songbird Speech Language Pathology Pty Ltd that affect user data

Specific to Songbird Speech Language Pathology Pty Ltd's business, the following have been identified as possible data breach sources:

- a) Accidental loss, unauthorised access, or theft of classified material data or equipment on which such Songbird Speech Language Pathology Pty Ltd data is stored, such as company laptops and mobile phones, USBs and hard drives.
- b) Unauthorised use, access to or modification of data on Songbird Speech Language Pathology Pty Ltd's Splose, Xero, Microsoft 365, OneDrive, Go Daddy and Q-interactive.
- c) Accidental disclosure of Songbird Speech Language Pathology Pty Ltd user data or intellectual property, such as via email to an incorrect address.
- d) Unauthorised data collection by third parties posing as Songbird Speech Language Pathology Pty Ltd, e.g Phishing Scam
- e) Failed or successful attempts to gain unauthorised access to Songbird Speech Language Pathology Pty Ltd information or information systems
- f) Unauthorised data collection by third parties through Malware infections on Songbird Speech Language Pathology Pty Ltd's cloud databases, or hardware equipment.

3. WHAT TO DO IF A DATA BREACH IS SUSPECTED?

All Songbird Speech Language Pathology Pty Ltd Employees who are aware of, informed of, or suspect a data breach must inform Songbird Speech Language Pathology Pty Ltd's IT team immediately. The IT team must then assess the suspected breach to determine whether or not a breach has in fact occurred. If a data breach has, in fact, occurred, then the IT team will manage the breach according to the steps outlined in the Data Breach Management Plan.

4. DATA BREACH RESPONSE PLAN

In accordance with OAIC recommendations, the following steps will be taken in response to a verified Data Breach.

- a) Contain the breach as soon as possible. Containment is ensuring that the breach itself is stopped. How a breach is stopped would depend on particular instance but can include:
 - i) The suspension of compromised accounts;
 - ii) Removal of malware, where identified;
 - iii) Temporary platform downtime if necessary;
 - iv) Recovering any lost data, if possible;
 - v) Repairing unauthorised modification of data, if possible;
 - vi) Restoring access to the platform when able.
- b) Assess the risks involved and the repercussions on respective stakeholders. The following may be considered in assessing the stakeholder risks:
 - i) The type of information involved;
 - ii) Establish the cause and the extent of the breach;
 - iii) Assess the risk of harm to affected persons;
 - iv) Assess the risk of other harms: reputational damage;
 - v) Notify Management and Affected individuated where appropriate;
 - vi) Management must be notified of breaches as and when they occur, whether or not the breach is an eligible breach under the Notifiable Data Breach Scheme;
 - vii) Songbird Speech Language Pathology Pty Ltd is an APP 11 entity under the Privacy Act 1988 (Cth) and is and must, therefore, comply with its obligations under the Notifiable Data Breach Scheme;
 - viii) Data Breaches that are not eligible under the Notifiable Data Breach Scheme need not be reported and may be addressed internally.
- c) Prevent future similar breachers through strengthening security infrastructures and/or polices.

5. NOTIFIALE DATA BREACH SCHEME

Under the Notifiable Data Breach Scheme, Songbird Speech Language Pathology Pty Ltd is obliged to report data breaches that satisfy the following criteria:

- a) There is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that Songbird Speech Language Pathology Pty Ltd holds;
- b) That the unauthorised access to or disclosure of, or loss of personal information is likely to result in serious harm to one or more individuals; and



- c) Songbird Speech Language Pathology Pty Ltd has not been able to prevent the likely risk of serious harm with remedial action.

For further information on how to assess a notifiable data breach, Songbird Speech Language Pathology Pty Ltd must refer to the OAIC'S APP guidelines.

Where Songbird Speech Language Pathology Pty Ltd suspects that an eligible breach has occurred, it must carry out a reasonable and expeditious assessment of the breach: s 26WH(2)(a) of the Privacy Act. Where possible, the assessment must be completed within 30 days of Songbird Speech Language Pathology Pty Ltd becoming aware of information that causes it to suspect that an eligible breach has occurred. If Songbird Speech Language Pathology Pty Ltd is unable to complete the assessment within 30 days, a written document must be written which addresses:

- a) How all reasonable steps have been taken to complete the assessment within 30 days;
- b) The reasons for the delay; and
- c) That the assessment was reasonable and expeditious.

Where an Eligible Breach has occurred, Songbird Speech Language Pathology Pty Ltd must inform affected users AND the Privacy Commissioner. Songbird Speech Language Pathology Pty Ltd is allowed to disclose eligible breaches to users in either of the following ways:

- a) It may notify all Songbird Speech Language Pathology Pty Ltd users
- b) It may notify affected Songbird Speech Language Pathology Pty Ltd users
- c) It may publish a notification on its website

Disclosure of eligible breaches to the Privacy Commissioner may be done by online form.

For more information on disclosing Eligible Breaches under the Notifiable Data Breach Scheme, please refer to the OAIC's webpage on the topic.

6. DISCIPLINARY CONSEQUENCES

Songbird Speech Language Pathology Pty Ltd reserves the right to monitor Employees' use access and modification of the company's data, and initialise an investigation if cases where an employee conducts an action that is in breach of this policy.

All Employees should handle Songbird Speech Language Pathology Pty Ltd's data with due diligence in accordance with this policy and any related policies. If an employee's action or omission that is prohibited under this policy causes a disruption of integrity to the data system or leads to a breach defined in the Privacy Act, the employee may face severe disciplinary action up to and including termination at the discretion of Songbird Speech Language Pathology Pty Ltd.