

6/09/2023

Dear Sir or Madam

Notification of data breach relating to Medartis Australia

This letter is for individuals who, as a patient, received a Medartis implant in Australia during the past four years (i.e. since 2019). It provides:

- details about a data breach suffered by Medartis impacting patient details held by Medartis; and
- recommendations on actions potentially affected individuals can take to protect themselves against harm such as identity theft and fraud.

Who is Medartis?

Medartis is an international orthopaedic healthcare business specialising in head and extremity surgery. You may have received a Medartis implant as part of an orthopaedic procedure. In most cases, any patient contact with Medartis is indirect through the medical staff and/or the surgeon who performs the surgery. More information about Medartis can be found at [medartis.com](https://www.medartis.com).

What has happened?

Medartis Australia & New Zealand Pty Ltd was a victim of a cyber security incident when an unauthorised third party gained limited access to the network used by Medartis. Although the breach was quickly contained, unfortunately an unknown third party with malicious intent gained access to data held by Medartis, including patient details.

Why does Medartis hold information about me?

In most cases, the patient details were originally provided to Medartis by the health professional for the patient in connection with the order process of the implant.

What patient details were accessible due to the data breach?

The types of patient details held by Medartis (and potentially accessible by the third party) varies according to the practices of the health professional who provided the patient details. The types of patient details Medartis holds are:

- name, date of birth and date of surgery;
- in limited cases – address, contact details, medical record number of patients in certain hospitals (i.e. internal hospital numbers) and/or x-ray images;
- in very rare cases – Medicare number.

Medartis does not collect credit card or other payment details about patients. We also would not have collected patient photo identification details (i.e., we do not hold patient drivers' licences or passports).

What should you do?

We appreciate news about a potential data breach affecting you can be concerning. There are a few things you can do to protect yourself from harm such as fraud or identity theft.

You may wish to contact IDCARE (<https://www.idcare.org/>), Australia and New Zealand's national identity support service. IDCARE is a free service offering support to people to respond to cyber incidents, including identity theft. They can be contacted via their website or on 1800 595 160.

Please also refer to the Australian Government website www.cyber.gov.au for additional information on how to protect yourself from cyber criminals.

In addition to the above:

1. We recommend that you be vigilant against malicious parties who may attempt to use compromised information relating to you for fraud or other unlawful behaviour.
2. Given this incident, we encourage you to be especially vigilant and alert to phishing and other scams. For example:
 - Always verify the sender of any communications you receive.
 - Be alert to phishing scams, never click on links contained in SMS or email messages unless you have verified the source.
 - Be careful when answering phone calls and do not disclose any personal information unless you know the caller.
 - Regularly update your passwords and ensure they are strong. Use multi-factor authentication where possible.

Why did Medartis not contact me directly?

In most cases Medartis does not receive patient contact details from health professionals (as Medartis typically does not deal directly with patients as part of the process to provide an implant). Additionally, given the relationship with your health professional, we thought they were better placed to speak to you about this issue and asked them to assist with communicating.

What has Medartis done in response to the incident?

In addition to investigating the incident and reviewing its security, Medartis has:

- notified the Office of the Australian Information Commissioner about the data breach; and
- been monitoring the dark web for signs of a malicious party attempting to use the data held by Medartis*.

Contact details for further queries

If you have any queries please contact Medartis at:

Email: dataprotection@medartis.com

Postal: Medartis Australia & New Zealand Pty Ltd

64 Brookes St, Fortitude Valley QLD 4006

Reference: databreach

Phone: 1300 858 853

We take the protection of your information seriously and we sincerely regret the concern and inconvenience this situation may cause. We are continually reviewing our security measures to enhance our protections against these sorts of incidents.

Medartis Australia & New Zealand Pty Ltd