

**Submission  
No 28**

## **INQUIRY INTO CYBERSECURITY**

**Name:** Ms Claire Falkingham

**Date Received:** 17 December 2020

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Claire Falkingham

Thursday 17 December 2020

**To: The Honourable Tara Moriarty , MLC  
Shadow Minister for Health and Shadow Minister for Crown Lands**

**CC: Sophie Cotsis MP  
Member for Canterbury  
Shadow Minister for Better Public Service**

**SUBMISSION TO THE HEARING INTO SERVICE NSW CYBER BRANCH, APRIL 2020**

In late October 2020, I was informed via person to person mail, that my personal data had been breached, and stolen in a cyber security attack on the Service NSW Technology Network.

I was informed this breach had occurred in April, 2020, 6 months prior to receiving this letter.

The letter stated the information as accessed via this attack was my:

Drivers License Details – Personal particulars

I was completely shocked when I read this, it was a massive bombshell. I had no indication that this had happened, let alone 6 months prior. My Drivers Licence? That's just about as personal as it gets, that's my full name, address, date of birth, Driver's Licence Number! Leaked, into the hands of unknown Cyber Criminals. I was incredibly shocked and deeply upset on hearing this news. I still am in a state of utter bewilderment.

The subsequent, information from Service NSW provided was just empty platitudes, and useless information. In order to access if my personal details are being used to commit crimes, the process has been completely outsourced by Services NSW, to MyDataCare, which requires the victims of this crime, to enter their most personal Identification documents, online, via 3 separate, outsourced Agencies! Unbelievable in itself, that the Victims of this Cyber Attack would feel safe in doing this!

For the Victims of this crime to be able to trust Service NSW in the future is impossible. The personal toll this takes is really hard to quantify. Being a Victim of this attack has caused untold grief and anxiety for me. Its as if when you are the Victim of an attack that causes physical injury, people can see those injuries, but with Cyber Crime, the injuries are invisible, an long lasting.

I am still suffering grief and anxiety around this, knowing that my personal details, all my personal details are parked somewhere, in the hands of Cyber Criminals.

Service NSW have offered the Victims of this Crime no support, instead offering empty advice that goes nowhere, and a veiled apology, whilst firmly placing the onus on each victim to tidy up the mess directly caused by **their** failings. No responsibility has been taken to offer support or counselling for the victims of this crime.

I fear that at any time, my personal information could be used by cyber criminals, and living with this each day is causing huge anxiety and stress.

Regards

Claire Falkingham