



GWANDALAN BOWLING CLUB

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Gwandalan Bowling Club Cyber Incident FAQs

1. What happened?

Gwandalan Bowling Club has been informed that one of our former external service providers suffered a cyber security incident. Our internal IT systems have not been impacted.

We have immediately commenced investigations into the incident and are working with the impacted provider to learn more. We are progressing these investigations as a priority.

2. What is a cyber incident?

A cyber incident is an unwanted or unexpected cyber event that impacts IT systems or data held on those systems and may compromise business operations.

3. Is this a ransomware incident?

To avoid impacting or compromising the ongoing investigations, we cannot provide further specifics about the type of incident at this time.

If you are concerned, are aware of any suspicious activity or believe you are a victim of a cyber-crime, please report the incident to the Australian Cyber Security Centre website at [cyber.gov.au](https://www.cyber.gov.au).

4. When did Gwandalan Bowling Club become aware of this issue?

Gwandalan Bowling Club became aware of the issue on Monday, 29 April 2024 when it was informed by the impacted provider of the incident. We continue to actively engage with the impacted provider to learn more about the incident.

5. Why/How did this happen?

As the incident did not impact our systems, we are engaging with the impacted provider to learn more about the cause of this incident. To avoid impacting or compromising any ongoing investigations, we cannot provide further specifics at this time.

6. Who is responsible for the cyber incident?

As the incident did not impact our systems, we are engaging with the impacted provider to learn more about the perpetrators. To avoid impacting or compromising any ongoing investigations, we cannot provide further specifics at this time.

7. Who is / what is the nature of the impacted former external service provider?

Gwandalan Bowling Club received technology and services to assist us with our member and visitor sign-in processes. We no longer use this service provider.

8. Why is it taking so long for Gwandalan Bowling Club to investigate the cyber incident?

Gwandalan Bowling Club commenced investigations as soon as it was informed of the incident on 29 April 2024. As our internal IT systems have not been impacted, we are working with the impacted provider to learn more about its investigations. Our understanding of the incident will be broadly reliant on the information provided by the impacted provider.

These investigations are ordinarily complex and take time.

9. What has Gwandalan Bowling Club done in response to the cyber incident?

Gwandalan Bowling Club immediately conducted an internal investigation of its IT systems and has sought further information from the impacted provider to obtain further information about the incident.

We otherwise understand that the impacted provider has notified the Office of the Australian Information Commissioner and engaged with the Office of National Cyber Security, NSW Police and the Australian Federal Police of the incident.

10. As a member, how does this affect me?

Our systems, venues and operations have not been impacted and are operating as normal.

11. What about my personal information held by Gwandalan Bowling Club?

Gwandalan Bowling Club and the impacted provider are investigating as a priority the extent to which any personal information held by Gwandalan Bowling Club has been subject to any unauthorised access or unauthorised disclosure. We will provide an update once we learn more as these investigations progress.

12. When will I know if my personal information has been accessed or stolen?

Gwandalan Bowling Club and the impacted provider are investigating as a priority the extent to which any personal information held by Gwandalan Bowling Club has been subject to any unauthorised access or unauthorised disclosure. We will provide an update once we learn more as these investigations progress.

13. What can I do to protect myself?

There are some proactive steps you can take to protect yourself. At this stage, it is important to remain alert to scam activity, including any scam activity purporting to come from us.

If you believe you have become a victim of cyber-crime or are aware of any suspicious activity, please report the incident to the Australian Cyber Security Centre Website at [cyber.gov.au](https://www.cyber.gov.au).

14. I have a complaint or very personal reason to be concerned about this cyber incident, who can I contact to discuss this privately?

If you require further information or need assistance, please feel free to contact Gwandalan Bowling Club via email on infotech@gwandalanbowlingclub.com.au