

## Information about PageUp Security Breach

At The Estée Lauder Companies, respecting the data privacy of our job applicants is a top priority and we take this responsibility very seriously. We have been made aware of a data security breach at PageUp, a software technology provider that we use for online recruitment in Australia and New Zealand.

If you have previously used the our online recruitment system to apply for a job with Estee Lauder companies Australia or Estee Lauder companies New Zealand (ELC) we regret to advise that the security of your personal information may have been compromised.

The possible compromise has arisen due to a data breach suffered by a third party service provider called PageUp. PageUp provides technology that enables online recruitment processes for some of Australia's largest companies. The online recruiting system available here [www.elccareers.com.au](http://www.elccareers.com.au) works using PageUp.

### 1. What happened?

PageUp reported that on 23 May 2018, they identified unauthorised activity on their IT infrastructure and took steps to contain the incident and investigate. At this stage:

- Certain personal data is believed to have been accessed without authorization.
- There is no evidence of exfiltration, only access.

### 2. What kinds of information is involved?

Data from current and former employees, agency contacts, job applicants of ELC and referees of those applicants appears to have been exposed.

PageUp states that mainly non-sensitive data sets have been affected. In relation to ELC's instance, there is no evidence that sensitive data categories (such as financial information) have been affected.

*However, PageUp states that investigations indicate that the affected data sets include:*

- for **current and former employees of ELC**- employee contact information (including name, email address, physical address, and telephone number) and employment information (including employment status, company and title, and

whether they were the registered contact for communications).

- for applicants of ELC- basic personal identifiers (name, email addresses, home addresses, telephone numbers, gender, date of birth, nationality, employment details (including company and title), authorisation to work in a jurisdiction, salary expectation and currency), identification data (e.g. usernames, passwords), location data, and passwords.
- for agency contacts - your login details, including name, email address, physical address, and telephone number are among those potentially affected.
- for referees - for referees who were included with an applicant's information, contact information (including name, email address, physical address, and telephone number) and employment information at the time the reference was provided (including company, title, and the length of the relationship with the applicant) are affected.

Passwords are hashed and encrypted, and the vendor has no evidence that the encryption has been compromised.

### **3. What are we doing?**

When we were informed of the incident we immediately suspended our use of PageUp while the matter was investigated. We remain in communication with PageUp to ensure we have the latest information regarding the event.

### **4. What should you do?**

The following good security practices are recommended:

- change your passwords on other online services, if you re-use the same password;
- enable multi-factor authentication and other available security measures provided by your other online services;

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- be aware of potential phishing emails and telephone calls from businesses or institutions requesting your personal details. Avoid opening attachments from unknown senders via email or social media;
- install anti-virus software and keep it updated; and
- apply all recommended software patches from operating system and software providers.

#### **5. Where can you go for more information?**

We appreciate that you may have additional questions. In the first instance, please contact to the information published by PageUp on this issue available [here](#). You can also contact us on [hraustralia@estee.com.au](mailto:hraustralia@estee.com.au) or call us on 02 9381 1200.