



Tshiamiso Trust Data Breach Frequently Asked Questions (FAQs)

1. What happened?

- 1.1. A confidential document containing the personal details of a number of persons who had lodged claims through the Tshiamiso Trust has been leaked to the public. Investigations are continuing but it appears from this stage that the leak originated outside of the Trust from partners to whom the data was shared to process the claims.

2. When did this happen?

- 2.1. From our investigations it appears that the records leaked were during the week starting 20 June 2022, however the exact date of the leaked has not yet been confirmed.
- 2.2. We only became aware of this on 23 June 2022 and we contacted you as soon as we practically could after this date, once we had completed our preliminary investigations.

3. Do you know who leaked the information?

- 3.1. As with the majority of incidents of this nature, forensic investigations have at this stage, unfortunately, not been able to establish from which exact party the data was leaked. It may not be possible for us to determine with certainty who is responsible for sending out the email.
- 3.2. If we obtain evidence of the identity of the party responsible for the leak, we will inform you and the relevant authorities.

4. I don't want to continue with Tshiamiso Trust, what do I do?

- 4.1. We take your concerns seriously and we would prefer to keep assisting you with your claim. However, should you wish to no longer peruse your claim with us you are entitled to do so, and we will discontinue with your claim for compensation.

5. What exactly was leaked?

- 5.1. A limited amount of personal information including names, ID numbers, home addresses, cell phone numbers and some limited medical information was all contained in the leaked data. However, it may be possible that not all of the above categories of your information was recorded in the spreadsheet, in which case less of your personal information would have been leaked.
- 5.2. We would be happy to discuss your individual circumstances directly as we want to give you as much information as we can about how you may be affected.

6. What happens if my data is proven to be used by criminals?

- 6.1. As contained in our initial notification to you, we would encourage you, as a precaution, to follow these security recommendations:
- a) review your bank account and credit and debit card statements for suspicious activity. If you see anything that you do not understand, or if you suspect that any fraudulent transactions have taken place on a credit or debit card, you should contact your bank;
 - b) be cautious of any unsolicited communications that ask for your personal information or refer you to a web page asking for personal information;
 - c) avoid clicking on links or downloading attachments from suspicious emails.
- 6.2. If you find that you have been a victim of identity theft or fraud, you should immediately take steps to protect your information and inform your bank or other service providers. You may also wish to contact the police.

7. What can be done with the information that has been accessed?

- 7.1. It is possible for criminals to use the leaked data to try and impersonate you.
- 7.2. What matters most at this stage is that you take steps to protect yourself, as set out in the letter sent to those affected.

8. What steps will Tshiamiso Trust take to protect my information in the future?

- 8.1. We take our responsibility to safeguard your personal information seriously and we regret that this incident has taken place.
- 8.2. Your security is important to our business, and we are taking steps to enhance our systems in a way that will further protect and secure your information.
- 8.3. We keep our data security under review to combat the risk of incidents like this one happening in future.
- 8.4. We are further reviewing our procedures for sharing data with required parties when processing your claim to combat any further leaks from occurring.

9. Are Tshiamiso Trust going to compensate me?

- 9.1. At present we do not anticipate that you will suffer any loss as a result of the incident. If you think you have suffered any loss, please advise us accordingly and we will get back to you in this regard.

10. How was this allowed to happen?

- 10.1. In processing your claim for compensation, we are required to share the data with other parties involved in the claims process. While we have procedures and agreements in place to govern this process, it appears from our preliminary investigations that one of these parties allowed the data to be leaked from their environment.

11. How many people were affected?

11.1. Approximately 1500 individuals.

12. Why was I not told sooner?

12.1. We sought to inform all affected individuals as quickly as we practically could.

12.2. We had to carry out investigations into the incident before getting in touch with you. Firstly, we had to verify what data was leaked and we needed to work out which claimants might have been affected. Further, we were and still are trying to identify the exact party responsible for the leak.

13. Do I need to take additional personal security precautions?

13.1. Please see points 6 and 7 above regarding guidance on how to protect yourself.

14. I've heard you've had a data leak. Was I affected too?

14.1. If you have not received a notification from Tshiamiso Trust then you have not been affected by this?

15. I am going to the press and to Tweet about this.

15.1. Given the potentially confidential nature of the affected information we would advise you against this.

15.2. We say this not to protect our own interests – if you state publicly that your information might have been compromised, you could potentially highlight your identity and the potential vulnerability of your information.

16. I have a formal complaint to make – who will record and deal with this?

Please contact complaints@tshiamisotrust.com.

The Complaints department will be in touch with you to discuss/take a record of your complaint.

17. How do I notify the Police about this incident?

17.1. If you would like to inform the Police about the incident and how it might affect you, contact should be made with your local Police station.

17.2. Generally speaking, the Police will only expect to be notified of the issue if you have evidence of criminal activity.

18. Have you notified the Police?

18.1. We have not informed the Police about the incident. We will only report the matter to the Police if we have evidence of criminal activities but at present, this is not the case. We have, however, notified the Information Regulator, as is required by the Protection of Personal Information Act.

19. Have you notified the Information Regulator?

19.1. Yes, as is required by the Protection of Personal Information Act, we have notified the Information Regulator. This notification was sent to the Regulator around the same time as

the notification we sent to yourself. We are committed to cooperating with any investigation that the Regulator may wish to conduct in line with the responsibilities given to the Regulator by the relevant legislation.