



## FILA Australia – cyber security incident

Update 29 December 2020

Fila Australia has now completed its investigation of the incident and all affected customers have been contacted directly. Our external web services are secure and we are operating normally. No other Fila Australia services have been impacted.

Our advisers are continuing to work with us closely to ensure our systems are safe and secure.

To learn more about how we manage our privacy obligations please see our privacy policy at <https://fila.com.au/privacy-policy/>.

If you would like more information now about this matter, please contact [data@fila.com.au](mailto:data@fila.com.au) or 1800 000 339.

---

18 December 2020

On 8 December 2020, Fila Australia became aware that an unauthorised person had accessed information unintentionally exposed on the internet belonging to the company. The incident is being investigated, the information removed and the external web service has been secured.

Unfortunately, some of our customer information has been affected. We are in the process of identifying customers affected by this incident, and we will be contacting them directly as soon as possible.

This information affected by the incident includes names, contact numbers, email addresses, and shipping/billing addresses. We understand that incomplete financial information may have also been affected, specifically credit card types, masked credit card numbers, issuing banks, and expiry dates.

It is important to note that this incident is limited to information unintentionally exposed via a single web service. It was not a compromise of our internal customer database or other IT systems.

We immediately engaged a legal and forensics team specialising in cyber risk and privacy. They are working with us to thoroughly investigate the incident and determine what other data was compromised. This process is ongoing.

While we will be contacting individuals affected by this incident, our advisers recommend you regularly review your security protocols: never open attachments or click links from unknown senders; change online passwords regularly; and ensure your anti-virus software is up to date.

We take data privacy and the management of our customer information very seriously and we are doing all that we can to ensure this does not happen again. To learn more about how we manage our privacy obligations please see our privacy policy at <https://fila.com.au/privacy-policy/>.

We will post updates on our website, provide further information as to what other personal information was affected by the incident (if any), and let affected individuals know what steps they may take in order to reduce their risks.

We will also take further steps to reduce the risk of this type of incident happening again following the results of our forensic investigations.

We are deeply disappointed that this incident has occurred and we sincerely apologise for any inconvenience.



If you would like more information now about this matter, please contact [data@fila.com.au](mailto:data@fila.com.au) or 1800 000 339.

Yours sincerely,

A handwritten signature in black ink, appearing to read "M. Merlatti", is located below the closing. The signature is fluid and cursive.

Silvano Merlatti  
Chairman