

6th June 2023

Cyber Incident – Personal Data

Capita, the pensions administrators for the Scheme, recently announced that they have experienced a 'cyber incident' which arose following initial unauthorised access to data held by Capita.

As a result of Capita's investigations, they informed the Trustees on 19 May that personal data which Capita process on our behalf has been part of the data extracted as a result of the cyber incident. Unfortunately, the data includes personal data relating to members of the Scheme. Capita have informed us that this data breach relates to the following areas (which has been updated due to further information received from Capita on 5 June):

- Name
- Unique member identification
- National Insurance Number
- Pension in Payment
- Tax Code
- Tax Paid and any other deductions where applicable
- Date of Birth
- Date of Retirement
- Date of Cessation of Pension
- Bank Details
- Address

This means that for some members, some or all of this data may have been extracted by the hackers. We understand from Capita that approximately 460 members are affected, but this number could change as it continues its investigation. To be clear, this does not necessarily mean that the data has been identified as exfiltrated, but we believe it is appropriate to act as if there is a likelihood this is the case. We want to be transparent with you about the potential risks so that you can determine if you need to take precautions.

We are working with Capita to identify the members affected and contact them so that they can take steps to protect themselves and minimise the potential impact of this incident. Letters have been sent to affected members by Capita on Monday 5 June.

Capita has informed the Information Commissioner's Office ("**ICO**") about the cyber incident, and we have also made a separate report to the ICO. We have also informed the Commonwealth War Graves Commission ("**Commission**") and the Pensions Regulator.

As a result of the data which has been taken, we consider this incident presents a risk that member information could be used for suspicious or potentially criminal activity. There is a possibility that if the information is accessed it could be used for fraud, identity theft or to send malicious emails, although Capita has no evidence that information resulting from this incident is available for sale on the dark web or otherwise. That is because Capita has appointed a third-party specialist adviser who continues to monitor the dark web to confirm that data compromised as a result of this incident is not available for sale online.

We realise that this will be a concern to you. We apologise for this, and we want to reassure you that we are taking steps alongside Capita to try and minimise the effect of this incident and reduce the likelihood of harm. As part of this, affected members will be given access to a leading identity protection

service for 12 months free of charge if they so desire. We have contacted affected members to explain to them how that will work and what they need to do to gain access to the service

We would also encourage you to protect yourself as much as possible by looking at the guidance provided on the following websites, and learning the signs of possible identity fraud, phishing and other cyber-crimes:

The National Cyber Security Centre - <https://www.ncsc.gov.uk/>

The Information Commissioner's Office - <https://ico.org.uk/for-the-public/>

For more information on pension scams, and how to spot a scam, visit <https://www.fca.org.uk/consumers/protect-yourself-scams> .

We would encourage members to only ever give out personal information if they are absolutely sure they know who they are communicating with.

In addition:

- If you do receive any suspicious messages or calls, please do not hand over any information such as your bank account details.
- If you receive a suspicious email, you should forward it to report@phishing.gov.uk .
- For text messages and telephone calls, hang up and forward the information to 7726 (free of charge).
- For items via post, contact the business concerned.
- If there are any changes to your National Insurance information, HM Revenue & Customs would contact you – but you can also phone them on 0300 200 3500.
- If you are concerned someone might be the Trustees or the Commission in relation to your pension arrangements, please act with caution and ask the person to provide full identification and information before providing them with any information or taking any further action as a result of that contact.

We are continuing to review Capita's response to the incident and we will provide an update should we receive any further information about the potential impact of this incident on you or on our members generally.

Affected members will now be receiving letters, , so that we can support them and minimise the risks associated with this incident. If you have not received a letter, we understand from Capita that your data has not been exfiltrated. We still believe however that, for safety, you should still act as if there is a likelihood that you have been affected.

Once again, we are sorry for the distress and inconvenience this incident has caused or will cause you, and we want to reassure you that once we became aware of it, we have acted swiftly to try and reduce the likelihood of negative effects.

The Trustees of the Commonwealth War Graves Commission Superannuation Scheme