



WoAG Travel Advice 2018/27

Subject: Recent Mantra and Marriott Data Breaches

Issue date: 21 December 2018

Dear Entity Travel Managers,

As you may know, recent data breaches involving the Marriott and the Mantra on Hay in Perth resulted in the exposure of some guest information.

The purpose of this Advice is to inform entities that both the Marriott and Mantra, in accordance with the Notifiable Data Breaches scheme, have notified the Office of Australian Information Commissioner (OAIC) of the data breaches. Furthermore, the Marriott and Mantra have commenced notifying customers who have been affected by these breaches.

The Department of Finance's privacy team is also notifying the OAIC of the breaches as a courtesy.

A brief summary of each incident is included below:

Marriott data breach

In November, Marriott revealed that its Starwood guest reservation system was breached and the financial and travel information of approximately 500 million guests who utilised the Starwood booking system had been accessed. WoAG Travel Advice 2018/22 was distributed on 7 December to inform all entities of this breach.

Mantra data breach

On 26 November there was an incident at the Mantra on Hay in Perth, which resulted in several boxes containing guest information being stolen from a storage room. Mantra advised that this is an isolated incident and the information stolen relates to guests who checked in at the property during the months of September 2017, November 2017, May 2018 and/or July 2018. Mantra has also confirmed that the stolen information does not include guest credit card or banking details. WoAG Travel Advice 2018/24 was distributed on 14 December to specific entities participating in the AOT arrangements that were potentially impacted by the data breach. WoAG Travel Advice 2018/26 was also distributed on 20 December to inform entities not participating in the AOT arrangements about the breach.

Please share this Advice with your entity's privacy team.

Please contact our team if you have any questions about this Advice.