

Details

Case Number:DBN25/00737

Sub Type:NDB

Assigned to:NDB - Compliance

File Security:OFFICIAL

Target Date:

Is Multiparty Breach:No

Closed Date:10-Sep-2025

Stage:Finalisation

File Holder:

Closed By:s47F

Critical Matter:

Destruction Status:

Date Destroyed:

Retention Class:OAIC RA 61986 (D2)

COVID-19 Delay:

Mark as Confidential

Qantas Airways Limited

This DBN is closed

Info: This case has been cross-referenced to other cases

Info: This is a Web case

Main NDB File Assessment Actions Documents Parties Stages Case Status Updates File Movements XRefs Recommendations WebForm Data									
Open File CheckOut and Edit Document Check In									
Title	Number	Author	Comments	Created	Category	Status	Created By	File Name	Last Updated by
Voluntary Notification of Data Breach - Confidential	DBN25/00737	Privacy Officer		2-Jul-2025 7:02AM		CheckedIn	s47F	20250709 Email 01.msg	s47F
Feedback on Cyber Incident Notification, Opportunity for Stronger Communication and Customer Assurance	DBN25/00737	s47F		2-Jul-2025 7:26PM		CheckedIn		20250711 Email 01.msg	
Notification of Qantas data breach [SEC=OFFICIAL]	DBN25/00737			8-Jul-2025 12:43PM		CheckedIn		20250709 Email 02.msg	
Webform WEB-NDB-25-01354	DBN25/00737		Webform WEB-NDB-25-01354	8-Jul-2025 10:58PM	General	CheckedIn	OAIC Administrator	Webform WEB-NDB-25-01354 20255808_1.pdf	OAIC Administrator
OAIC Acknowledgement of notification of data breach.pdf - Attachment sent via Email	DBN25/00737			8-Jul-2025 10:58PM	General	CheckedIn	OAIC Administrator	OAIC Acknowledgement of notification of data breach.pdf	OAIC Administrator
AI AU QFF Email 02.07.25.pdf	DBN25/00737	Web Submission		8-Jul-2025 10:58PM	General	CheckedIn	OAIC Administrator	AI AU QFF Email 02.07.25.pdf	OAIC Administrator
NonOFF 03.07.25.pdf	DBN25/00737	Web Submission		8-Jul-2025 10:58PM	General	CheckedIn	OAIC Administrator	NonOFF 03.07.25.pdf	OAIC Administrator
Impacted QFF 02.07.25.pdf	DBN25/00737	Web Submission		8-Jul-2025 10:58PM	General	CheckedIn	OAIC Administrator	Impacted QFF 02.07.25.pdf	OAIC Administrator
RE: Notification of Qantas data breach [SEC=OFFICIAL]	DBN25/00737	Privacy Officer		9-Jul-2025 7:15AM		CheckedIn	s47F	20250709 Email 03.msg	s47F
General Letter to s47F	DBN25/00737		Pls 1: Draft Request	9-Jul-2025 3:52PM	General	CheckedIn		DBN25 00737 General Letter (1).docx	
DBN25 00737 General Letter.docx	DBN25/00737			11-Jul-2025 4:26PM		CheckedIn		DBN25 00737 General Letter.docx	
DBN25-00737 Initial Pls.pdf	DBN25/00737			11-Jul-2025 4:26PM		CheckedIn		DBN25-00737 Initial Pls.pdf	
Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)	DBN25/00737	OAIC - Compliance	Pls 1: Request	11-Jul-2025 4:33PM		CheckedIn		20250711 Email 02.msg	
Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL]	DBN25/00737	OAIC - Compliance		11-Jul-2025 4:33PM		CheckedIn		20250711 Email 03.msg	
Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)	DBN25/00737	OAIC - Compliance		11-Jul-2025 4:33PM		CheckedIn		20250714 Email 01.msg	
Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL]	DBN25/00737	Privacy Officer	Pls 1: ack'd receipt	11-Jul-2025 4:41PM		CheckedIn		20250711 Email 04.msg	
RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL]	DBN25/00737	Privacy Officer	Pls from R	18-Jul-2025 5:43PM		CheckedIn		20250718 Email 01.msg	
RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL]	DBN25/00737	Privacy Officer	Pls 1: Response	18-Jul-2025 5:43PM		CheckedIn		20250721 Email 01.msg	
DBN25-00737_Assessment against Statement of Regulatory Approach.docx	DBN25/00737		**Assessment Document**	23-Jul-2025 1:28PM		CheckedIn		DBN25-00737_Assessment against Statement of Regulatory Approach.docx	
RE_Qantas - Assessment against Statement of Regulatory Approach and Further Inquiries...	DBN25/00737			30-Jul-2025 9:05AM		CheckedIn		RE_Qantas - Assessment against Statement of Regulatory Approach and Further Inquiries...	
Qantas closure letter.docx	DBN25/00737		Draft closure letter	13-Aug-2025...		CheckedIn		Qantas closure letter.docx	
FVL impending closure of Qantas DBN casefile	DBN25/00737	s47F		4-Sep-2025 4:24PM		CheckedIn		20250904 Email 01.msg	
DBN25 00737 Closure letter to Qantas.pdf	DBN25/00737		Closure letter to Qantas	10-Sep-2025...		CheckedIn		DBN25 00737 Closure letter to Qantas.pdf	
Re: Notification of Data Breach involving Qantas Airways Limited - Our Ref: DBN25/00737 [SEC=OFFICIAL]	DBN25/00737	Privacy Officer		10-Sep-2025 2:23PM		CheckedIn		20250910 Email 01.msg	
D2025 029481 Qantas RC Assessment.docx	DBN25/00737			12-Nov-2025 1:56PM		CheckedIn		D2025 029481 Qantas RC Assessment.docx	
Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)	DBN25/00737	s47F	12 Nov 2025 PSM Assessment	26-Nov-2025 4:52PM		CheckedIn		20251127 Email 01.msg	
Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL-Sensitive]	DBN25/00737	Privacy Officer	Pls 2: Request	27-Nov-2025 3:30PM		CheckedIn		20251127 Email 02.msg	
Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL-Sensitive]	DBN25/00737	Privacy Officer	Pls 2: Qantas ack'd receipt	16-Dec-2025 4:59PM		CheckedIn		20251218 Email 01.msg	
RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL-Sensitive]	DBN25/00737	s47F	Pls 2: Response	18-Dec-2025...		CheckedIn		20251218 Email 02.msg	
20260223 - PSM - Qantas Assessment.docx	DBN25/00737		23 Feb 2026 PSM Assessment with Recommendations	23-Feb-2026 1:02PM		CheckedIn		20260223 - PSM - Qantas Assessment.docx	

s22

Documents - 48

Title	Date Added	By
RE_ Qantas – Assessment against Statement of Regulatory Approach and Further Inquiries [SEC=OFFICIAL_Sensitive].msg	26-May-2026 11:54 AM	s47F
D2025 029481 Qantas RC Assessment.docx	26-May-2026 11:57 AM	
Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)	26-May-2026 11:57 AM	
DBN25-00737 Letter to Qantas.pdf	26-May-2026 11:57 AM	
Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) SEC=OFFICIAL function is not defined!	26-May-2026 11:57 AM	
Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) SEC=OFFICIAL function is not defined!	26-May-2026 11:57 AM	
1. Affidavit of Qantas CISO affirmed on 16 July 2025 (Redacted).pdf	26-May-2026 11:57 AM	
2. Concentrix Agreement (Redacted).pdf	26-May-2026 11:57 AM	
3. Concentrix Onsite Assessment Report (2025 Review).pdf	26-May-2026 11:57 AM	
4. Concentrix Contact Centre Labor Solution Assessment (2022 Review).pdf	26-May-2026 11:57 AM	
Response to OAIC Inquiries - 16 December.pdf	26-May-2026 11:57 AM	
RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737) SEC=OFFICIAL function is not defined!	26-May-2026 11:57 AM	
20260223 - PSM - Qantas Assessment.docx	26-May-2026 11:57 AM	
FW: Update and Next Steps on Qantas SEC=OFFICIAL function is not defined!	08-May-2026 8:51 AM	
Qantas s33B Report [SEC=OFFICIAL]	15-May-2026 5:29 PM	
For Consultation: Draft Report into Prelim Inquiries - Qantas - COB Thursday 21 May	18-May-2026 12:49 PM	
RE: For Consultation: Draft Report into Prelim Inquiries - Qantas - COB Thursday 21 May [SEC=OFFICIAL]	21-May-2026 11:29 AM	
RE: For Consultation: Draft Report into Prelim Inquiries - Qantas - COB Thursday 21 May [SEC=OFFICIAL]	21-May-2026 11:51 AM	
FW: For Consultation: Draft Report into Prelim Inquiries - Qantas - COB Thursday 21 May SEC=OFFICIAL function is not defined!	25-May-2026 10:07 AM	
Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)	26-May-2026 12:46 PM	
26052026 DBN25-00737 Letter to Qantas.pdf	26-May-2026 12:46 PM	
Re: Preliminary inquiries Qantas Airways Limited	26-May-2026 3:09 PM	

data breach (Our reference: DBN25/00737)
[SEC=OFFICIAL]

Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)
[SEC=OFFICIAL]

Response to OAIC Inquiries - 29 May.pdf

RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)
[SEC=OFFICIAL]

RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)
[SEC=OFFICIAL]

Re: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)
[SEC=OFFICIAL]

RE: Preliminary inquiries Qantas Airways Limited data breach (Our reference: DBN25/00737)
[SEC=OFFICIAL]

Clearance - Review of Draft s33B Report – Report into PIs Qantas

[For Clearance] - Qantas s33B Report and Comms Plan/Mats SEC=OFFICIAL function is not defined!

RE: [For Clearance] - Qantas s33B Report and Comms Plan/Mats SEC=OFFICIAL function is not defined!

[privacy] [For Clearance] - Qantas s33B Report and Letter to Qantas [SEC=OFFICIAL]

RE: [privacy] [For Clearance] - Qantas s33B Report and Letter to Qantas [SEC=OFFICIAL]

RE: [privacy] [For Clearance] - Qantas s33B Report and Letter to Qantas [SEC=OFFICIAL]

Re: [privacy] [For Clearance] - Qantas s33B Report and Letter to Qantas [SEC=OFFICIAL]

Notification of publication of s33B Report and outcome of preliminary inquiries - Qantas Airways Limited data breach (Our reference: DBN25/00737)

33B Report into preliminary inquiries of Qantas.pdf

DBN25-00737 Letter to Qantas.pdf

Re: Notification of publication of s33B Report and outcome of preliminary inquiries - Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL]

[For Clearance] Comms Plan, Media Release, and Talking Points - Qantas SEC=OFFICIAL function is not defined!

[For Clearance] - Qantas s33B Report Amendments

Re Notification of publication of s33B Report and outcome of preliminary inquiries - Qantas Airways Limited data breach (Our reference DBN25 00737) [SEC=OFFICIAL].msg

08072026 33B Report into preliminary inquiries of Qantas - clean.docx

29-May-2026 4:38 PM

29-May-2026 4:38 PM

29-May-2026 5:19 PM

01-Jun-2026 9:47 AM

01-Jun-2026 4:49 PM

01-Jun-2026 5:19 PM

18-Jun-2026 10:07 AM

05-Jul-2026 9:42 PM

06-Jul-2026 6:07 PM

09-Jul-2026 4:22 PM

14-Jul-2026 4:06 PM

14-Jul-2026 4:52 PM

14-Jul-2026 5:25 PM

14-Jul-2026 5:11 PM

14-Jul-2026 5:11 PM

14-Jul-2026 5:11 PM

15-Jul-2026 8:14 AM

15-Jul-2026 3:53 PM

16-Jul-2026 10:53 AM

16-Jul-2026 10:53 AM

16-Jul-2026 10:53 AM

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RE: [For Clearance] - Qantas s33B Report Amendments [SEC=OFFICIAL]	16-Jul-2026 11:22 AM	s47F
RE: [For Clearance] Comms Plan, Media Release, and Talking Points - Qantas SEC=OFFICIAL function is not defined!	16-Jul-2026 12:19 PM	
RE: [For Clearance] - Qantas s33B Report Amendments [SEC=OFFICIAL]	16-Jul-2026 1:21 PM	
Qantas report and media release are now live [SEC=OFFICIAL]	16-Jul-2026 1:38 PM	
RE: Notification of publication of s33B Report and outcome of preliminary inquiries - Qantas Airways Limited data breach (Our reference: DBN25/00737) [SEC=OFFICIAL]	16-Jul-2026 3:20 PM	

Cross References - 1

Case	Comments
DBN25/00737	

Comments - 1

Created	By	Comment
20-Jul-2026 10:37 AM	s47F	Case Closed by s47F on 20-Jul-2026 10:37