MEDIA STATEMENT
19 MARCH 2022

The Regulator instructs TransUnion to report in greater detail regarding their security compromise

The Information Regulator (Regulator) met with representatives from the TransUnion credit bureau on Saturday, 19 March 2022, to discuss recent reports of hacking of TransUnion's IT systems. The Regulator called for a meeting with TransUnion following their correspondence to the Regulator on the incident that may have compromised the security of personal information of an undisclosed number of data subjects (the people about whom the information relates).

The Protection of Personal Information Act No. 4 of 2013 (POPIA), of which the Regulator is the enforcement authority, requires all private or public bodies (referred to as "the responsible party") that has experienced a security compromise to inform the Regulator and the affected parties following such an incident.

At the meeting between the CEO of TransUnion South Africa and the Regulator, the Regulator spelt out its expectations regarding the notification of affected data subjects. During the meeting, the Regulator emphasized the need for affected data subjects to be informed early about any security compromise on their personal information to be able to take the necessary preventative action against wrongful use of their personal information.

The Regulator takes into account the implications for many data subjects that could arise as a result of this incident should notification of the data subjects not be treated as a matter of urgency. To this extent, it was agreed that TransUnion will, by Tuesday 22 March 2022, submit to the Regulator specific details regarding the number of affected parties and their plan to
notify data subjects in terms of Section 22 of POPIA. Furthermore, the Regulator has instructed TransUnion to report to it on:

the date that the security compromise occurred, the cause of the security compromise, details of investigations into the security compromise, the extent and materiality of the security compromise, interim measures put in place to prevent a recurrence of the security compromise, and security measures that TransUnion Credit Bureau has put in place to prevent a recurrence of the security compromise.

The information sought by the Regulator from TransUnion is intended to enable it to assess and institute further investigations.

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