PageUp Alert – FAQs
6 June 2018

Q. Who is PageUp?

PageUp is an Australian company who provide HR software systems and one of the largest recruitment system providers in Australia. Cleanaway uses PageUp to support our recruitment, training and development activities.

Q. What is the issue?

PageUp communicated that "On May 23, 2018, PageUp detected unusual activity on its IT infrastructure and immediately launched a forensic investigation. On May 28, 2018 our investigations revealed that we have some indicators that client data may have been compromised, a forensic investigation with assistance from an independent 3rd party is currently ongoing."

Cleanaway was notified of the incident by PageUp on 1 June, and has been urgently seeking information from PageUp since that time. Cleanaway took the decision to sever all data links between Cleanaway and PageUp and also stop all activities using the PageUp system.

Q. Have the authorities been notified?

PageUp have detailed who they have notified on their website https://www.pageuppeople.com/

Q. If I'm concerned about my data security, what should I be looking out for?

The ACCC also has some useful information about data privacy available at https://www.scamwatch.gov.au/types-of-scams/attempts-to-gain-your-personal-information/identity-theft.

The OAIC also has some useful information on their website, available at https://www.oaic.gov.au/individuals/data-breach-guidance/what-to-do-after-a-data-breach-notification#protecting-yourself-from-identity-fraud.

Q. How do I know my PageUp profile is secure?

At this stage, we cannot confirm that PageUp profiles are secure, and therefore encourage individuals to re-set passwords, not update any further personal information and if you are concerned, consider deleting your profile.

Q. How can I delete my PageUp profile?

Candidates are unable to delete their own PageUp profile, if you would like your Cleanaway PageUp profile deleted, please contact us at candidates@cleanaway.com.au

Q. What steps have you taken to secure my data?

We have quarantined the system and turned off functionality until we can ensure that PageUp will handle candidates' data securely. This is the reason we are currently not accepting online applications electronically.

Q. If I have an application in progress what will happen?

We are manually processing applications, and will be in touch as soon as we can about how your application is progressing, please be patient with us as we work through this. If you have a query, contact us at candidates@cleanaway.com.au.

Q. How do I apply for a role if PageUp isn't working?

We are working through a new process, separate to PageUp to ensure we can protect candidate data. As soon as this is operational, we will resume advertising vacant roles.

Q. How can I now submit an application for a role?

We have temporarily suspended our recruitment processes and therefore cannot accept applications for roles. We are working through a new process, separate to PageUp to ensure we can protect candidate data. As soon as this is operational, we will resume advertising vacant roles.

Q. When will you know more?

We are dependent upon PageUp providing information regarding the security issue and their investigations. Refer to PageUp's website for further updates https://www.pageuppeople.com/