

Subject: Important Security Notice Regarding Your Contact Information

We are writing to inform you of a recent security incident involving our clinic client database.

On Monday 23 February 2026, our salon management software system (Kitomba) was accessed without authorisation as part of a credential-based attack. The incident was identified promptly and contained.

As a result of the unauthorised access, text messages were sent from our system on Monday 23 February to clients containing content relating to cryptocurrency. Some clients may also have received an email referencing a crypto company called Changelly.com.

These messages were not authorised by us and were sent by the unauthorised party who gained access to the account.

The information accessed may have included your name, email address, phone number and date of birth. No payment card details, banking information or financial data were stored within this system.

We have reported this incident to the Office of the Australian Information Commissioner (OAIC) in accordance with our obligations under the Privacy Act and are cooperating fully in that process.

If you received any text message or email relating to cryptocurrency or investment opportunities, please do not click on any links, do not respond, and delete the message immediately. We will never send investment-related content or request payment or personal financial information via SMS or email.

Please do not reply to any texts or emails that appear to come from us, asking you to make a booking and enter your credit card details. All purchases must be made via our secure website using a Stripe code sent to your phone for verification.

Upon becoming aware of the incident, the software provider reset account credentials, paused outbound messaging, blocked malicious IP addresses and implemented additional login security protections. We have also strengthened our own internal password and access controls as an added precaution.

We sincerely regret that this incident has occurred and understand that receiving unexpected messages can be concerning. Protecting your personal information is important to us, and we are continuing to monitor the situation closely.

If you have any questions or concerns, please contact us

Kind regards,
Australian Academy of Beauty Dermal and Laser