

Senate Standing Committees on Environment and Communications
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Parliament House
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28 October 2025

Dear Committee Members,

Internet Search Engine Services Online Safety Code and the under-16 social media ban

Thank you for the opportunity to give evidence to this inquiry.

I am writing to clarify my remarks in relation to a recent data breach.

Clarification

Further to our oral evidence to the Committee in relation to the recently reported hack of Discord users' data, we would like to reiterate that the age verification provider (k-ID, not one of our members) was not breached and does not retain any personal data. We also wish to clarify that the Zendesk platform itself was not directly hacked. Rather, we understand from public reports that the breach occurred through Discord's outsourced customer support supplier. Technically, it appears this was a support agent account with access to the data held on Zendesk that was compromised.

The core issue in this incident is that highly sensitive identity data was stored without adequate safeguards. Access controls and monitoring failed to prevent mass exfiltration – this design failed to protect sensitive ID data at this scale – or indeed to delete it immediately as age assurance systems do. This incident proves why all age assurance processes must apply the same level of security to appeals as to the initial check, and entire systems need end-to-end audit and certification.

Thank you again for the opportunity to give evidence to the Committee.

Yours sincerely

Iain Corby
Executive Director