



Your Small Business Guide

Avoiding Website Security Breaches and Other Cybersecurity Tips





Cybercriminals and scammers may defraud you and your customers if they can access personal details. Below are common cybersecurity solutions used by small business owners, and information on what to do if your website is breached.

You can check whether your website is secure using this tool, developed by auDA and the Australian Strategic Policy Institute (ASPI): aucheck.com.au

Common Threats

False billing and overpayment scams are some of the most common scams that Australian small business owners experience. If a scammer gets access to your device, they may be able to install software that gives them access to sensitive information including your passwords or customers' bank details.

For more information about identifying and responding to scams, visit the [ScamWatch webpage](#).



What To Do if Your Security Is Breached

1. Change any passwords or freeze any bank accounts that a hacker might be able to access.
2. Scan your computer for malware to see if it's still infected. You can do this with the [Windows Malicious Software Removal Tool](#), or if using an Apple device, visit the [Apple support page](#).



3. If your domain account has been compromised, contact your registrar. If a domain is being used for abusive purposes, contact the police immediately, and lodge a complaint with the relevant registrar by finding them on whois.auda.org.au
4. Report the incident. This can help authorities track where they're coming from. Report attacks to the [Australian CyberSecurity Centre](https://www.austlii.edu.au/au/other/aukda/australian_cybersecurity_centre/).

Some small businesses need to report data breaches if it affects people's privacy. For more information visit [oaic.gov.au/privacy](https://www.oaic.gov.au/privacy)



5. Inform your customers: it's important that they're aware of what's happened, so that they can also change their passwords or contact their bank. You might like to do this via email.
6. Take preventative measures. For information about securing your business again, visit business.gov.au



Firewalls

A firewall is like a gate that blocks cybercriminals from your website. Most small business owners use a software firewall, but you can also purchase hardware firewalls.

Search online for software firewalls.



Contact Us

Website: accan.org.au

Twitter: [@ACCAN_AU](https://twitter.com/ACCAN_AU)

Facebook: facebook.com/accanau

LinkedIn: linkedin.com/company/accanau

Email: info@accan.org.au

Phone: 02 9288 4000

For more information and tips go to:
accan.org.au/domains





accan

**Australian Communications
Consumer Action Network**