**An important update about Victorian Opera’s email marketing service provider**

Victorian Opera uses Wordfly, an email marketing service provider, to communicate via email with its audiences. Wordfly is used by many arts, cultural and not-for-profit organisations in Australia and around the world.

Victorian Opera has been advised by Wordfly that it is currently experiencing a global network outage due to a recent security incident.

Wordfly have confirmed on Saturday 16 July that some names and email addresses of those subscribed to our communications may have been impacted. Wordfly have stated there is no evidence that any data has been, or will be, further misused.

Victorian Opera, alongside our industry peers, are monitoring the situation closely and are in continued communication with Wordfly who are working to remediate the situation. We will resume email communication with our customers and subscribers as soon as possible.

Wordfly is used for our newsletter distribution, as such there is no evidence that other information that may be associated with your Victorian Opera account such as passwords and ticketing history has been impacted in any way.

No customer financial information is electronically stored within Wordfly.

Subscribers to Victorian Opera mailing list do not need to take any action. We will post any updates on our website and directly email customers when possible.

**For further information, you can contact Victorian Opera via** [**info@victorianopera.com.au**](mailto:info@victorianopera.com.au) **or phone (03) 9001 6400.**