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ASX RELEASE

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Appen Advises Of IT Security Incident

Appen Limited (“Appen”) (**ASX:APX**) is advising the market of an incident involving unauthorized access to its systems via a third-party provider. The company is providing this for information and transparency only due to heightened sensitivities around these types of incidents. The impact of the incident is limited in nature and not material.

Malicious actors hacked the systems of the third-party provider and stole credentials enabling unauthorized access to Appen’s systems. The third-party system was in use on a trial basis and is no longer being used by Appen. Appen believes that it was the victim of a random attack and it is aware that other companies have experienced similar incidents via the same third-party provider.

Appen detected the unauthorized access soon after it occurred, and immediately took steps to secure its systems, notify relevant clients, reset applicable passwords and security tokens, and initiate an investigation to determine what happened and what information may have been affected, including engaging a trusted cyber forensics firm to assist.

Appen’s investigation has determined that the unauthorized actors gained access to Appen’s user authentication database. The database is restricted to records on Appen’s Annotation Platform (the former Figure Eight platform). It contained customer and crowd names, company names, email addresses, encrypted (hashed) passwords, IP addresses, and historical login and log off times. A small percentage of records contained phone numbers.

Customer task and AI training data is stored separately, and Appen has no evidence that customer data was stolen. There is no evidence of any impact to ongoing customer operations and the company is responding to all customer enquiries on the matter. The company has not lost any customers as a result of this incident to date.

The incident has been reported to the legal authorities, and a detailed forensics review of the incident, and our response and remedies are in progress.



The company has complied with all currently known reporting obligations with respect to this incident, none of which are material, and will continue to respond and comply with its reporting obligations.

Appen maintains high security standards. In this instance, access was gained by hacking a third-party provider and Appen's security prevented further impact. Nonetheless, the company has further bolstered its security to prevent repeat or follow-on security incidents.

Appen has not suffered any interruption to its operations and regards the risk of subsequent actions relating to this incident as low.

The company will provide further updates if and when required.

Authorised for release by the Board.

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About Appen Ltd (ASX: APX). Appen collects and labels images, text, speech, audio, and video used to build and continuously improve the world's most innovative artificial intelligence systems. With expertise in more than 180 languages, a global crowd of over 1 million skilled contractors, and the industry's most advanced AI-assisted data annotation platform, Appen solutions provide the quality, security, and speed required by leaders in technology, automotive, financial services, retail, manufacturing, and governments worldwide. Founded in 1996, Appen has customers and offices around the world.