

An important update about Bell Shakespeare's email marketing service provider

Bell Shakespeare 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.

Bell Shakespeare 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.

Bell Shakespeare, alongside our industry peers are monitoring the situation closely and are in continued communication with Wordfly who are working to remediate the situation.

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

No customer financial information is electronically stored within Wordfly.

Subscribers to Bell Shakespeare's mailing list do not need to take any action. Wordfly is working to securely return to normal operations as soon as possible. In the interim Bell Shakespeare is emailing customers using Mailchimp.

For further information, you can contact Debra Reinecke on mail@bellshakespeare.com.au or 02 8220 7502.