



**Memo to:** Mayor Watton and all Councillors

**Copy to:** General Manager, Directors, Senior Leadership Group and Communications & Engagement Team

**From:** Robert Maginnity, Director Corporate and Community Services

**Subject:** Data Incident at PACC

**Date:** 2 February 2026

**Reference:** DOC2026/017031  
DOC2025/227196  
DOC2025/224681

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Dear Mayor Watton and all Councillors

I refer to previous Councillor memos dated 31 October and 5 November 2025 regarding the suspected merchant fraud incident at Performance Arts Culture Cessnock (PACC). With the investigation complete, the key points are:

- There was no loss or breach of personally identifiable information or payment details.
- The Merchant ID number held by the payment gateway supplier for processing credit card transactions was altered by an unknown party with an invalid Merchant ID number.
- The invalid Merchant ID number prevented transactions from occurring, therefore, no funds were diverted to a third party.
- Customers that had ticket/s issued during the dates of 17 October 2025 to 29 October 2025 that used a credit card were not charged for their purchase.

Council will be reaching out to the 290 affected customers informing them that their credit card transaction was not processed and to contact the PACC Box Office with payment details by Friday 20 March 2026. Additionally, Council will seek to recover any losses from the payment gateway supplier and is also waiting on a decision in response to the claim lodged with Council's insurer. These actions have been put in place to ensure that Council has covered all bases in regards to recovering ticket sales revenue and is not at a loss from the incident.

Please note a copy of this memo will be uploaded to the Council website.