

Statement

Crazy Domains data incident

4 April 2026

auDA takes data privacy seriously.

auDA has become aware that personal contact information about certain .au domain name registrants was disclosed by Web Address Registration Pty Ltd, a Registrar of .au domain names trading under the name Crazy Domains (**Crazy Domains**) in connection with promotions it conducted between January 2025 and March 2026.

During the promotions:

- Crazy Domains registered complimentary **.online** domain names for existing domain name registrants using existing customer details and prior to affected registrants accepting the offer. Of these registrants, approximately 95,000 were .au registrants.
- Crazy Domains activated a privacy guard service which was intended to redact registrants' contact information. However, there was a delay of between 2 and 180 minutes from the time of the registration to the time the privacy guard was applied.
- During this delay, registrant contact information, including postal addresses and phone numbers, was accessible via the WHOIS service for **.online** domain names without the knowledge of affected registrants.

The Office of the Australian Information Commissioner (OAIC) has been notified and Crazy Domains is working to contact all affected registrants.

Registrants who licensed their .au domain names through Crazy Domains can check their domain name registration information for **.online** domain names via the registration data lookup tool at:

<https://lookup.icann.org/en/lookup>.

Registrants may also consider updating the contact information for .au domain name licences they hold with their registrar, to limit the personal information linked to their .au domain name. Registrants can do this by providing role-based contacts (such as CEO, IT Manager), using a business address or PO Box, and using a business phone number rather than a personal phone number.

Registrants who have registered a .au domain name with Crazy Domains and who have concerns related to this matter can contact Crazy Domains at datacare@crazydomains.com (24/7) or call 02 9042 0015 (8am–5pm AEST, Monday to Saturday).

Registrants who wish to contact auDA can do so on 1300 732 929 (within Australia) or +61 3 8341 4111 (international calls) between 8am to 8pm (AEST) 7 days a week, or via our website at <https://www.auda.org.au/about-auda/contact-us/general-enquiry-form/>.



Advice on privacy and data protection is available at:

- [Office of the Australian Information Commissioner](#)
- [Cyber.gov.au](#).

ENDS

Notes:

WHOIS

Making select information available through a publicly accessible WHOIS tool is a standard feature of domain name systems around the world and supports online accountability.

The WHOIS service at [rdap.dreamscapenetworks.com](#) for **.online** domain names registered with Crazy Domains will, when queried, provide the registrant contact information associated with the relevant **.online** domain name registration. There are a range of WHOIS lookup tools available. ICANN provides a registration data lookup tool at <https://lookup.icann.org/en/lookup> that will display the results from the registrar's WHOIS service.

For compliance and verification purposes, the **.au** WHOIS service is designed by auDA to allow searches of **.au** domain name registrations and to display the name and email address of contacts associated with a **.au** domain name licence. The **.au** WHOIS does not make postal addresses or phone numbers of **.au** registrants publicly available. The **.au** WHOIS service is available at: <https://whois.auda.org.au/>

For media enquires contact media@auda.org.au.

**Updated on 10 April 2026 to add Crazy Domains' dedicated email and phone number available for impacted registrants and 14 April to reflect updates to when the dedicated phone line is available.*

About auDA:

.au Domain Administration Limited (auDA) is the trusted administrator of the **.au** domain name system (DNS), which is Australian critical infrastructure that underpins Australia's digital economy and society. Established in 1986, the **.au** DNS has served Australian and global internet users for four decades, and provides a stable foundation for innovation and emerging technologies to support Australia's digital future.

auDA is a not-for-profit, community-based organisation, endorsed by the Australian Government to innovate and invest in the Australian internet ecosystem to improve the utility of the **.au** domain for all Australians. Through its steady stewardship of the **.au** domain and support of internet governance through multi-stakeholder decision making, auDA strives to ensure the internet remains open, free, secure and interoperable. Follow auDA on social media for the latest **.au** and internet industry updates:

- [LinkedIn](#)
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