ICRC Cyber security incident

What happened and what does it mean for you?
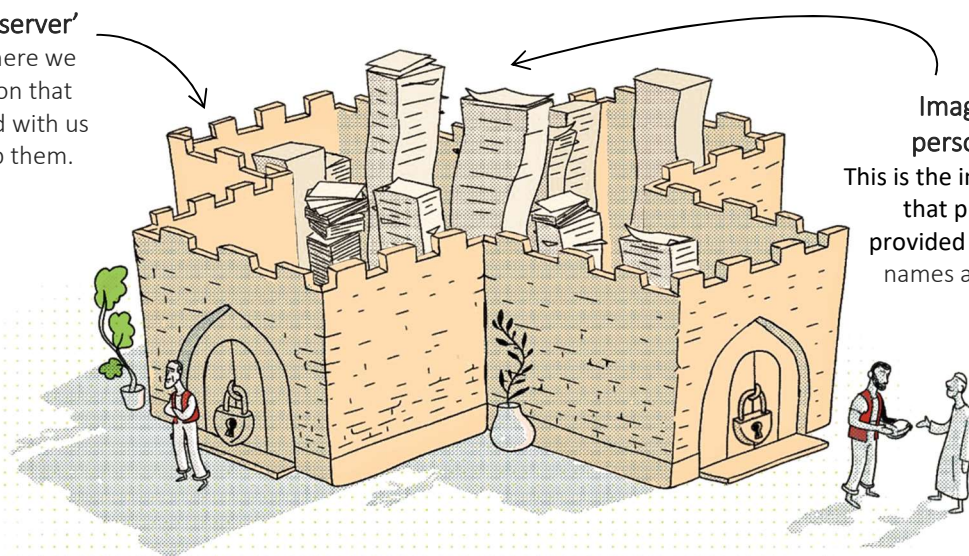
Central Tracing Agency

ICRC

1 **Imagine this is a 'server'**
It is a safe place where we keep the information that people have shared with us so that we can help them.

Imagine this is personal 'data'
This is the information that people have provided us, such as names and contact details.
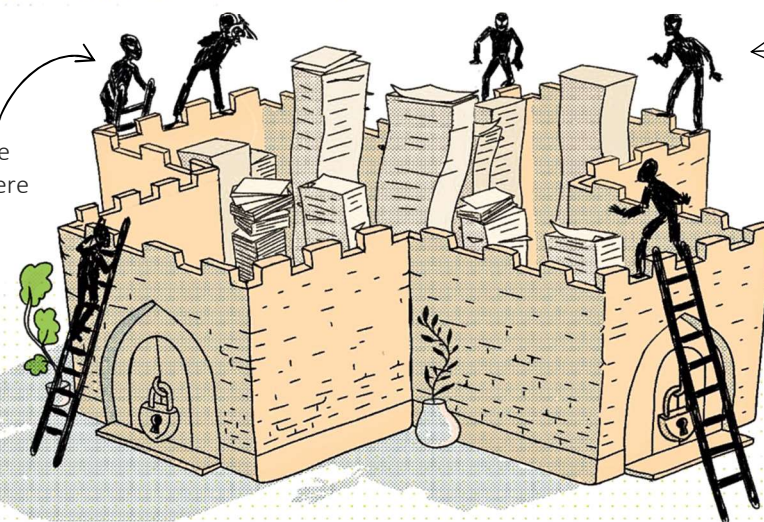
2 **These are 'hackers'**
These are people outside our organization who were able to access the information you have shared with us.
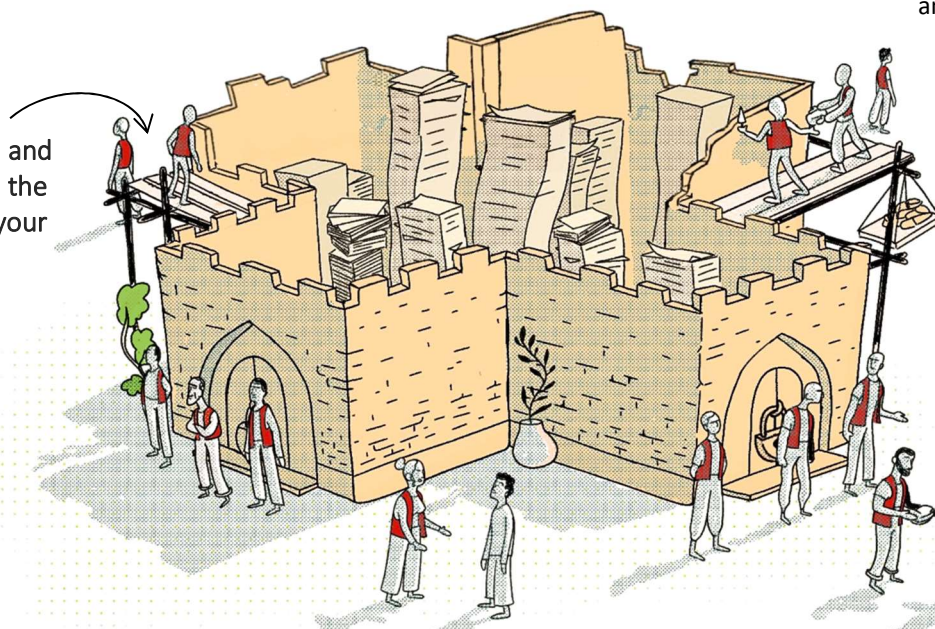
We do not know why they did this, but right now, there is no indication that any information has been deleted or lost.

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If you receive any suspicious calls, messages or emails asking you for information or money, do not answer, delete the communications, and make sure to let us know.

3 **Our priority is, and always will be, the protection of your information.**

Our services will not stop. We are here to support you.