



ÖSTERREICHISCHES ROTES KREUZ

Aus Liebe zum Menschen.

GENERALSEKRETARIAT
Restoring Family Links

Tracing Service
Vienna, 03.02.2022

Cyber attack on databases of the International Committee of the Red Cross (ICRC)
Notification of data protection violation pursuant to Art. 34 GDPR

Dear Madam/Sir,

the Austrian Red Cross (ARC) is part of the international Red Cross and Red Crescent Movement and, through the ARC Tracing Service, assists people who have been separated from their relatives by armed conflict, migration or natural disasters to re-establish contact with them, as well as assisting in the family reunification of persons entitled to asylum and persons with subsidiary protection. In order to provide this assistance, we need to collect and store personal data of these persons.

On Wednesday evening, January 19, 2022, we learned that the ICRC had discovered a targeted cyber attack on its servers, involving personal data and confidential information from 60 national Red Cross and Red Crescent societies around the world. In other words, someone outside the Red Cross accessed the system and was also able to view and most likely steal your data. There has thus been a breach of confidentiality. However, we were able to determine after the cyber attack that no data was deleted.

We deeply regret to inform you, in accordance with Art. 34 of the GDPR, as well as Art. 2.3.8 of the Restoring Family Links Code of Conduct on Data Protection, that your personal data and those of your relatives, which you have provided to us for the purpose of search or family reunion, have been affected.

Regular information on the cyber attack can be found on the ICRC website:

<https://www.icrc.org/de/document/cyberangriff-ikrk-was-wir-wissen>

The information is available in the following languages, among others: Arabic, Chinese, English, German, French, Portuguese, Russian, Spanish.

What could be the consequences of the attack?

We do not want to speculate on any possible misuse of this data. The data is important to find missing persons or to reunite families. The data could be misused or fall into the wrong hands.

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E-Mail: office@roteskreuz.at, www.roteskreuz.at, Bankverbindungen: SPENDEN: Erste Bank, IBAN AT57 20111 400 14400 144, BIC GIBAATWWXXX;

ZAHLUNGSVERKEHR: Erste Bank, IBAN AT93 20111 000 23 456 000, BIC GIBAATWWXXX, UID-Nr.: ATU16370905, FA-Registrierungsnr.: SO 1131, ZVR-Zahl: 432857691



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What have we done to mitigate consequences?

- We do not know who is behind this attack. To prevent further damage, the ICRC immediately blocked access to the affected databases.
- We have not yet detected any misuse or public use of this data, and we have not found any evidence that the data has been published or sold.
- We have already put in place interim systems that will allow us to continue the important work.
- Extensive technical investigations are currently taking place to better understand what happened. External specialists are assisting us.

What does this mean for you?

We are still assessing the impact of the attack and how it may have affected different people.

You can always find up-to-date information on the ICRC website:

<https://www.icrc.org/en/document/cyber-attack-icrc-what-we-know>

We know that you have entrusted us with very personal information and details about sensitive events in your life. We value your trust. We want you to know we are doing everything in our power to remedy this incident and prevent a recurrence.

What can you do in this situation?

- If you receive a suspicious email or text message, delete the message immediately and do not forward it. The message may appear legitimate at first glance. Please look very carefully at the sender and the subject.
- Never reply to suspicious messages and do not enter any personal data, e.g. user name, password, ID number, health details, etc.
- In case of doubt, call the Tracing Service of the Austrian Red Cross in your province or write to us: tracing@roteskreuz.at

If you have any questions, you can contact our Tracing Service team tracing@roteskreuz.at or find more up-to-date information on roteskreuz.at/rfl-info.

We are sorry that this has happened. We are confident that together we can manage any potential impact of this cyber-attack.

Sincerely,

The team from the ARC Tracing Service

Contact: tracing@roteskreuz.at

If there are differences in the translation, the German version prevails.

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