

## Have you reported anyone missing through the Red Cross?

*Have you reported someone missing through the Red Cross tracking service after 2010?*

On 18 January, a data breach was discovered at a data provider of the International Committee of the Red Cross (ICRC). The data breach took place at an external IT company in Switzerland and affected the personal data of more than 515,000 people worldwide, including people who have contacted the Norwegian Red Cross to trace missing family or friends. This means that someone outside the Red Cross may have gained access to your personal data. It is unclear who is behind this computer attack, but so far, we have no indications on information being leaked or made public.

[Link to more information about data breaches on the ICRC website.](#)

### What could this mean for you?

We are not yet aware of the extent and impact of the data attack, but we are working intensively on investigations and assessing risks and consequences.

#### **Please pay special attention to the following:**

- Beware of any *phishing attacks*, which is the practice of sending fraudulent communications that appear to come from a reputable source.
- If you receive a suspicious email or text message claiming to be from Red Cross or asking for your personal information, immediately delete the message and do not forward or otherwise share it.
- Do not respond to these messages or provide any personal details to unsolicited email that you may receive. Whenever in doubt, please contact the Norwegian Red Cross.

### What happens next?

We are working to investigate the breach and assess its risks and impact. We know you entrusted us with personal information. This is not a responsibility we take lightly.

To prevent further breaches, we have since closed all access to the system. Efforts are being made to transfer all data to a new system to ensure that the search for the missing family can continue. We accept new tracking cases as usual.

We are doing everything we can to restore the services. We have invested substantially in cyber security and work with trusted partners to maintain high standards of data protection and system, including the monitoring of suspicious activity. We are doing everything in our power to fix this and prevent it from happening again.

**We are available to those who have questions on telephone +47 22054000 or [tracing@redcross.no](mailto:tracing@redcross.no)**