

Cybersecurity incident and violation of the Italian Red Cross's data: all safety measures have been taken

In January 2024, the Italian Red Cross was the victim of a cyber attack specifically focusing on the data regarding its Restoring Family Links work. At that time, there was no proof of the removal, modification or exfiltration of the data. However, at the beginning of June, it was noticed that the data had been published on a download website, which was removed within 24 hours. This incident had an impact on the entire family links network and the data shared by the French Red Cross with the Italian Red Cross was unfortunately compromised. In addition, the confidentiality of the information regarding people's civil status, their contacts and location was jeopardized.

We do not know who is at the origin of the violation or their author's motivations. The International Committee of the Red Cross (ICRC) and the Italian Red Cross are carefully monitoring the situation. All security measures have been taken by the Italian Red Cross in order to strengthen its IT system. It should be noted that the French Red Cross's IT system was not affected and is functioning normally.

We remain mobilized with the people concerned in order to provide them with all the necessary information and support. Our Restoring Family Links service continues to respond to the needs of people separated from their loved ones.

The people concerned by the cyber attack were personally contacted by message and/or email. **If you have received a notification** indicating that your data was compromised, **you can find out more by contacting the French Red Cross's Restoring Family Links service via:**

- email: recherches@croix-rouge.fr
- telephone, by calling 01 44 43 12 60 Mondays to Wednesdays from 10:00 AM to 12:00 PM and 2:00 PM to 6:00 PM and Thursdays from 2:00 PM to 6:00 PM

For any questions related to data protection or a request to correct or remove your information, you can contact our Personal Data Protection Officer at the following address: dpo@croix-rouge.fr or at Croix-Rouge française, Déléguée à la protection des données 98 rue Didot 75014 Paris.

If you receive a suspicious email or any form of phishing (suspicious telephone call, fraudulent message) asking you for your personal information, it is important to delete it and not provide your personal data.