

**Communication addressed to Users of the Restoring Family Links
Programme**

If you are a User of the Restoring Family Links Programme, you should know that, on 18 January 2022, a sophisticated cybersecurity attack was detected against computer servers which host information, held by the International Committee of the Red Cross (ICRC), where we had hosted your data.

We are working to understand how this situation affects our Service, which helps restore contact between families separated by armed conflict, disasters, migration, and other situations requiring a humanitarian response.

We can assure you that the Spanish Red Cross, and the ICRC, are working closely with our network around the world, to understand the scope of this breach, and have taken the appropriate steps to safeguard our data now, and in the future.

Similarly, in order to comply with the principle of transparency, we have communicated the security breach to the Spanish Data Protection Agency, detailing the process for its management, in compliance with the Provisions of Articles 33 and 34 of the General Data Protection Regulation (GDPR) (EU) 2016/679.

For anyone who is concerned about this matter, you can obtain more information at <https://www2.cruzroja.es/web/cruzroja/-/ciberataque-contra-el-cicr-que-sabemos>, or call us, from Monday to Friday from 07:30 hours to 17:00 hours, on + 34 678 443834, or contact us by email at busquedas@cruzroja.es