

Online support to victims of data breach

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Activities are supported by:



MINISTRY OF JUSTICE
FINLAND

What happened

- Psychotherapy Center Vastaamo was victim of a data system break-in and extortion.
- The investigation revealed that Vastaamo became victim of a data system break-in in November 2018. Some of our customers' confidential information relating to the period prior to the end of November 2018 has been leaked as a result of the break-in. (40 000)
- System was likely also accessed between the end of November 2018 and March 2019.
- The victims of the data breach were informed personally by email or letter by Vastaamo.
- On October 24, the victims - customers and employees of Vastaamo alike - started to receive individual blackmail messages demanding a ransom.

The police instruct:

- Do not call 112 as the emergency center will not be able to help with this.
- Record and preserve any emails, messages, and other evidence you receive. Record all information about the sender at the time of receiving the message in the crime report (https://www.poliisi.fi/crimes/reporting_an_offence_online).
- Ransom should not be paid.
- Mails should not be distributed as they contain personal information.

Useful website where you can find information in English about Victim Support:

<https://www.riku.fi/en/>

There are lots of links to Finnish websites incl <https://tietovuotoapu.fi/fi/> (hopefully soon translated)

What did we do

- On Thursday 22.10. we released short press release that had few advice what to do if your personal data has leaked
- On Friday 23.10. 116 006 and chat service where extremely busy
 - We had one person who collected questions that we did not have answers to and she looked for answer with people and organizations that where helping us
 - On our webpage we updated the information as quickly as we could.

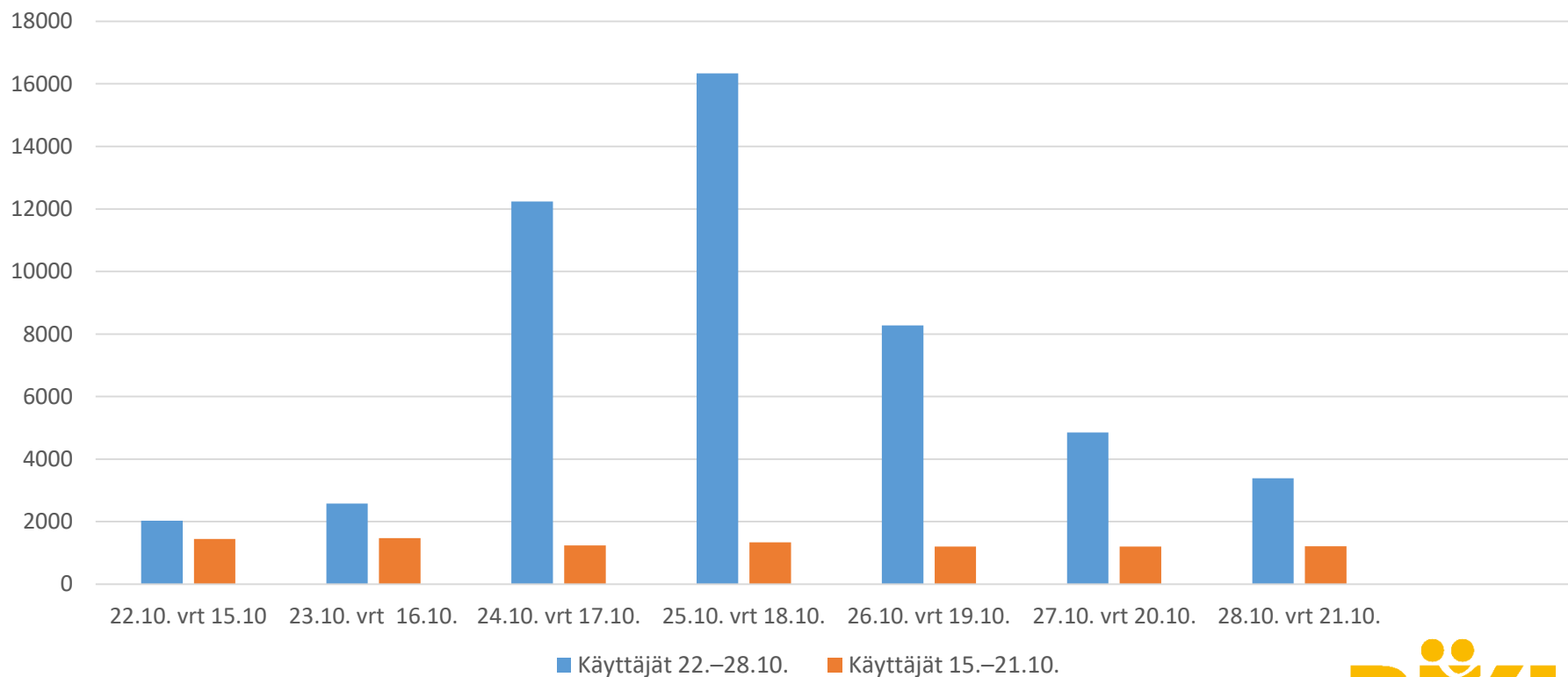
<https://www.riku.fi/en/what-to-do-if-your-personal-data-has-been-leaked-online/>

What did we do

- On Saturday people reserved personal blackmailing letters
 - More patient information was released on the Tor network at night. The patient data shows the names, addresses, personal identification numbers and patient reports of the customers. Many of the patient records contain highly sensitive information about clients 'privacy.
- On Sunday we opened the 116 006 for 4 hours
- For the next week we arraigned more staff and voluntaries to the services

Visitors to the riku.fi

Users of riku.fi between 22.–28.10. compared to 7 previous days



- Mental support - an opportunity to discuss the feelings and fears caused by the crime
- High need for information and practical support for carrying out very diverse and complex measures - a very big challenge and an unreasonable burden for victims under pressure
- The focus is on filing a criminal report electronically and numerous different prohibitions related to the threat of identity theft (credit ban, registration ban, etc.).
- Developing a standby system for victims and supporting victims in the longer term
- Better ways for internal communication
- Information on the effects of hacking and the ability to publish information in similar cases
- Better consideration for the needs of people with different languages - forms also in English
- Simplification of the application for injunctions and centralization of the application system to a single authority
- Making it easier to change your personal identity number

Thank you!

- Without the 116 006 we could not have served so many people! Also chat was very useful channel for many victims.
- We were able to open many lines.
- People were able to work from home.
- Voluntaries and staff all game together to help these victims!