

To all residents
in Østre Toten municipality

8 April 2021

Notification to residents that personal information is lost

Østre Toten municipality was subject to a cyberattack on 9 January 2021, and personal information was stolen. The incident was immediately reported to the police, and the Data Protection Official in the municipality and the Norwegian Data Protection Authority were notified.

What personal information may be lost?

The criminals have had access to all the computer systems in the municipality. This means that information about all the contact you as a resident have had with Østre Toten municipality, and which in one way or another has been documented or written down, may be lost. This may also include sensitive personal information.

Who has access to the personal information?

On 31 March, the municipality received confirmation that documents with personal data that was stolen in the cyberattack had been posted on the "dark web". There is reason to believe that more data will be posted.

"The dark web" is the term for a part of the Internet that is not available in the usual way, and which is used for criminal activity.

Who is affected by this?

This is a general warning that you as a resident may be affected. The same applies to businesses and others who have had contact with Østre Toten municipality. The municipality is working to get an overview of who is affected and what kind of information has been posted.

Østre Toten municipality is not aware that data that has been stolen has been misused so far. However, it is inconvenient that information that you do not want to share with the public, can have been posted online.

Possible consequences of the incident and how the data can be used

Possible consequences of personal information going astray can be:

- misuse of personal information
- that you are contacted by criminals who tries to defraud you
- that you are identified as a recipient of various services from the municipality
- that health information about you becomes known
- that your ethnic origin become known

- that your union affiliation becomes known
- that your bank account number, national identity number, address or telephone number becomes known
- that information about assistance to you from the fire and rescue service «110» becomes known
- that your application for a position in the municipality, which is exempt from public access, becomes known
- that agreements and cooperation with the municipality, which is exempt from public access, become known

What do you need to do?

It is important to be aware of, among other things, letters about credit checks, activity on card and bank accounts, unknown bills and other special events. You can find more information on how to safeguard your privacy at www.slettmeg.no or www.nettvett.no.

You can also read more at www.politiet.no/rad/tyveri-og-vinningskriminalitet/id-tyveri.

If you think you have been the victim of fraud or that your information has been misused, you must report the matter to the police.

What does Østre Toten municipality do next?

The municipality has reported the breach of the Privacy Information Act to the Norwegian Data Protection Authority. Internal and external resources are now working to review the data that has so far been posted on the "dark web", in order to get an overview of who is affected and what type of information is in question. It is not possible to say how long time this will take.

If we find that sensitive personal information about you has been made available to the public, you will be notified of this, either by letter, by SMS or by direct contact.

Do you have questions?

The municipality has created an information page with questions and answers (in Norwegian) as well as useful links about what you should be aware of and how to behave:

www.ostre-toten.kommune.no/dataangrepet

You can also contact the municipality via e-mail postmottak@ostre-toten.kommune.no.

We sincerely apologize for what has happened, and for the inconvenience this may cause you.

Kind regards,
Østre Toten municipality

Bror Helgestad
Mayor

Ole Magnus Stensrud
Municipal Director

Inger Cock-Olsen
Data Protection Official