



Important information about Data breach

2024-09-26

On September 4th, Idre Fjäll was hit by a cybersecurity attack where criminal actors gained access to parts of our IT infrastructure. They encrypted our data and made systems inoperable. The attack led to the loss of access to several critical systems, such as point-of-sale terminals, financial systems, and the phone switchboard.

The incident has been reported to the police and relevant authorities and organizations. All systems have been restored, but analyses and forensic police investigations are still ongoing.

It has not been possible to confirm whether the attackers exported data from our systems. However, we have recently received indications that such export has occurred, which is why we are sharing this information. We still do not know what information the attackers may have exported. What we do know is that the attackers had access to systems containing work-related documents and our financial system. We therefore assume that this is the information that may have been exported by the attackers.

Although it is impossible to fully protect yourself against this type of attack, we have taken several measures to strengthen our IT security and continue to work with IT security experts to further expand our preventive protection against IT breaches. In the event that the attackers have extracted data from our systems, we unfortunately have no way to prevent the attackers from spreading or using this data, or having it used by others.

Information that may have been present in our work documents and financial system includes, for example, names, addresses, phone numbers, email addresses, account details, and information on payments made and received. We assess that this information could potentially be used in various forms of fraud attempts.

To reduce the risk of any potential negative consequences, we therefore recommend that anyone who has been in contact with us—such as visitors, cabin owners, suppliers, or employees—be extra vigilant if someone you have not previously been in contact with reaches out to you, regardless whether they claim to represent Idre Fjäll or someone else. This is especially important if someone asks you to identify yourself electronically or digitally.

More Information

We will update this information page - <https://www.idrefjall.se/om-oss/information/GDPR/> - if we receive further details. If you have any questions, you can contact us via the following: it-avd@idrefjall.se.