Fractal ID - Notification of data breach

On Sunday, July 14th, 2024, one of our engineers detected a potential data breach in one of the Fractal ID systems. A third party external to Fractal ID gained unauthorized access to an operator's account and ran an API script that started at 05:14 AM UTC to access users' personal data. Our team noticed the attack and took action to log the attacker off the system by 07:29 AM UTC.

The attacker had access to data from approximately 0.5% of the Fractal ID user base. The potential compromised information includes information contained in Fractal ID user profiles. This data may include names, email addresses, wallet addresses, phone numbers, physical addresses, images and pictures of uploaded documents.

Fractal ID takes the security and privacy of our users' data extremely seriously. We have taken immediate steps to mitigate the impact of this breach and have implemented additional security measures. We have also contacted the pertinent data protection authorities and the cybercrime police division. The breach was contained within our environment and did not affect any of our clients' systems, or their products that use our services.

Data breaches can result in the accessed data being shared with third parties or used for commercial purposes. We encourage affected users to be cautious of unsolicited communications requesting additional personal information.

Fractal ID will continue to work together with the pertinent data protection authorities to minimize the impact of the data breach.

Our first line of responsibilities lies with the users which is why these were the first to be contacted if their data was impacted. We then proceeded to contact our impacted clients and now the broader public.