

June 24nd 2021

Dear Mikromarc customer,

As communicated the hosting centre that manages your Axiell Mikromarc applications has experienced a targeted security attack. To the best of our knowledge, from the team that is working with the crisis on-site, it is a cryptolock attack on our hosting centre in Oslo. We have scanned the service and the firewalls, but we have not discovered any traces that indicates data has been stolen or compromised, and if we should discover that, we will report so immediately.

However, there is a small possibility that there has been an unauthorised disclosure of or access to personal data. According to GDPR regulations around personal data, you as the data controller should potentially consider reporting to the GDPR authority in your country about this data breach.

We can supply you with the necessary data about the data breach information.

The information that your GDPR authority will need may for example be the following.

- The type of personal data breach, including:
 - The type and estimated number of individuals: e.g. patrons, affected; and
 - The type and estimated number of personal data records concerned.
- The name and contact details of a point of contact where further information can be obtained, such as that of the data protection officer (DPO).
- The possible outcomes of the personal data breach; and
- A list of measures taken or being taken to deal with the breach and appropriate measures taken to mitigate any adverse effects.

We will supply, as soon as we completed the task, you with the information of

- Type of breach
- The measures taken to handle this breach and how to avoid future breaches of this kind

Please keep in touch with our local support desk or reach out to me if you have questions.

Ann Melaerts
DPO Axiell Group
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