

## FAQ (Frequently Asked Questions)

Q1. What happened?

On December 30, 2024, the "Hiroshima for Global Peace" website (hereinafter referred to as "the website") operated by the Hiroshima Organization for Global Peace (HOPE) experienced unauthorized access. It was discovered that some pages were altered, and there is a high possibility that data and personal information stored on the website's server were leaked. We are currently investigating the details in cooperation with the police.

Q2. What kind of information was stored on the compromised website server?

The compromised website server stored website member registration information, event participant information, registered organization information, and articles related to atomic bombs and peace.

Q3. How are you informing the affected individuals about this issue?

We are notifying the affected individuals via email or phone call. Additionally, we are informing the public through the official Hiroshima Prefecture website and the official social media accounts of the Hiroshima Organization for Global Peace (Facebook and X).

Q4. What information may have been leaked?

The information that may have been leaked is as follows:

●Members of the "Hiroshima for Global Peace" website

- Name (full name or nickname)
- Age
- Prefecture/Country of residence (address is optional)
- Email address
- Password (for accessing members-only pages)

●Participants who applied for events, such as the "Hiroshima Business Forum for Global Peace," through the website

- Name
- Affiliation (occupation)
- Participant's position
- Affiliation address (selected from within the prefecture, outside the prefecture, or abroad)
- Phone number
- Email address

●Organizations registered with the "Peace Platform Hiroshima"

- Company/Organization name
- Location (address)
- Phone number
- Website URL
- Contact person's affiliation
- Contact person's name
- Email address (organization email and contact person's email)
- Password (for accessing members-only pages)
- Company/Organization initiatives (business activities and SDGs-related efforts)

Q5. What should I do if my personal information is misused in the future?

We have confirmed that the following emails demanding Bitcoin transfers using the illegally obtained personal information have been sent:

- December 30, 2024, before 7 AM, titled 【重要】国際平和拠点ひろしまのサーバーからあなたの情報を保護しました ("[Important] Your information has been encrypted from the Hiroshima for Global Peace server")
- January 6, 2025, before 6 AM, titled 【最終警告】情報保護サービスの代金をお支払いください ("[Final Warning] Please pay the information protection service fee")

If your personal information is misused, please contact the inquiry address listed in Q8 promptly.

Q6. When will the website be back online?

We are currently working on strengthening security measures. The specific reopening date is yet to be determined, but it will be announced on the official Hiroshima Prefecture website once decided.

Q7. Did you report this incident to the authorities?

Yes, we immediately consulted with the Hiroshima Prefectural Police after the incident was discovered, and the investigation into the cause is ongoing. We have also reported this to the Personal Information Protection Commission.

Q8. What is the contact information for inquiries regarding this matter?

For inquiries regarding this matter, please contact us at the following address. If you have suffered any damage, we will cooperate with the police.

Contact:

Hiroshima Prefecture Regional Policy Bureau, Peace Promotion Project Team, "Hiroshima for Global Peace"

Unauthorized Access Response Desk

Email: [globalpeace@pref.hiroshima.jp](mailto:globalpeace@pref.hiroshima.jp)

Phone: +81-(0)82-513-2366