Singapore, Tokyo 17 Nov 2020 - On 9 November 2020, Peatix received information that Peatix user account information had been improperly accessed and obtained. Upon further investigation, it has been confirmed that information, including names, email addresses, salted and hashed versions of passwords, nicknames, preferred languages, and countries and time zones where the accounts were created, about some of our users was involved.

As part of our immediate recovery measures, we blocked unauthorised access to the database and are continuing to investigate with assistance from external security firms.

Peatix remains safe to use and our business operations have not been affected. The platform currently employs an encrypted password system that stores user passwords as hash values within the database and the original, plain text password is not stored in our database. Peatix also uses payment processors such as PayPal and Stripe to manage user payments and their credit card details without storing the full details on our databases and as such, there is currently no evidence that this information has been compromised. In addition, based on our investigation to date, we have no reason to believe that any historical data of events in which users participated, any data obtained through our questionnaire function or users' addresses or phone numbers were accessed.

Although we use encryption to store passwords, as an added measure of precaution, we would however, advise that you reset your password here <https://peatix.com/user/forgot_password> and be on the alert for suspicious correspondence requesting further personal information. If your information was obtained by bad actors, they could use it to contact you (e.g., by sending you emails) or to attempt to gather personal information from you by deception (known as "phishing attacks"). They may claim to be Peatix or send emails appearing to be from Peatix. They may also try to access your Peatix account or other websites and apps on which you use the same passwords (via "credential stuffing attacks" and "password spraying attacks").

Peatix places utmost importance in securing the personal information of our users and we sincerely apologise for any concern that may have been caused as a result of the incident. We are continuing to investigate this issue and are reviewing our security infrastructure to mitigate against any future incidents.

We assure our users that we are looking into this matter seriously. Should you require further assistance on the matter, please do not hesitate to reach out to us at support@peatix.com