

FAQ (Frequently Asked Questions)

Q1. What happened?

On December 30, 2024, the website "Hiroshima for Global Peace" operated by the Hiroshima Organization for Global Peace (HOPE) experienced unauthorized access. It was discovered that some pages were altered, and there was a high possibility that data and personal information stored on the website's server were leaked.

(Added on March 5)

As a result of the investigation conducted in cooperation with the police, it was revealed that the perpetrator gained unauthorized access to the server by exploiting software vulnerabilities. The perpetrator stole information such as the email distribution list and member information and sent suspicious emails to the members.

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).

(Updated on March 5)

Q4. What information was seized by the perpetrator?

The information seized by the perpetrator 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)**

The password of those who registered on the website was automatically encrypted upon completion of registration, making it impossible to decipher the set password. We have received a report from the police that recovery is extremely difficult, and the likelihood of misuse is low. However, to prevent secondary damage, we kindly ask you to change your password if you have used the same password for other services.

●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)

The passwords for the "Peace Platform Hiroshima" were not encrypted. If you have used the password registered on the "Peace Platform Hiroshima" for other services, please change it immediately.

(Updated on March 5)

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

It has been confirmed that the perpetrator has sent multiple suspicious emails, such as requesting Bitcoin transfers, using the personal information obtained illegally.

If you experience any harm, such as the misuse of your personal information in the future, please contact the contact information listed in Q8. We will cooperate with the police.

(Updated on March 5)

Q6. When will the website be back online?

Due to unauthorized access, article data that was previously posted on the website was stolen by the perpetrator. As the restoration process will require a considerable amount of time, we have decided to restore the information on the Hiroshima Prefecture official website. Information dissemination is gradually resuming on the prefecture's official website starting from February 17, 2025.

Additionally, we plan to launch a special site commemorating the 80th year of the atomic bombing and the end of the war on the prefecture's official website in late March.

(Updated on March 5)

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

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