

Incident July 2023

Newsletter Registration Confirmation

On the 5th of July 2023 we experienced an incident with our contact database system which mistakenly prompted some contacts to confirm registration to our newsletter. We deeply regret any inconvenience or confusion this may have caused.

The occurrence of this error was entirely our responsibility, and we take full accountability for the oversight. It was an unintended consequence of internal system updates and configurations, which inadvertently triggered the newsletter confirmation prompt to be sent to certain email addresses.

At Caux – Initiatives of Change, we place great importance on the security and management of our data, and we would like to emphasize that personal data and privacy has not been compromised in any way as a result of this error. Our internal investigation confirms that there was no unauthorized access to our information. The incident solely resulted from a technical glitch within our system, and immediate measures have been taken to rectify the issue and prevent its recurrence.

If you have any questions or concerns regarding this matter, please reach out to our data team at info@caux.ch who will ensure that you receive the necessary assistance.

Your satisfaction and trust are of utmost importance to us, and we assure you that we are taking the necessary steps to prevent similar incidents in the future.