



# Careium assists its customers due to a personal data breach under the GDPR

On the 23<sup>rd</sup> of March Careium experienced a service interruption which affected all Swedish social alarms. The problem was located, and prioritised system functions have been restored so that the social alarms were operational as of 6:30 pm the same day.

We have concluded that the service interruption was caused by a cyber-attack. The investigation shows that a personal data breach according to the GDPR has occurred and it cannot be excluded that there is a risk that an unauthorized entity has gained restricted access to the personal data. To our knowledge, no personal data has been made publicly available.

An experienced team of technicians is currently conducting a thorough investigation of the incident and we will provide new information to our customers, the municipalities, for their possible notification, when we know more about the personal data breach.

Since gaining knowledge of the service interruptions, we have been in close contact with our customers, the municipalities, who have in turn activated crisis preparedness plans. Our highest priority at this stage is to further investigate the situation and facilitate continued service for our customers and users. This information will be updated as and when new information becomes available.

For more information, please contact via:

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Careium is today one of the leading players in technology-enabled care in Sweden, Norway, the United Kingdom and the Netherlands. This position means that Careium is one of the leading players in Europe that provides technology-enabled care. Careium's innovative solutions improve the safety, quality of life and independence of seniors both inside and outside the home. For the care provider, the Company's solutions mean increased efficiency and the opportunity to invest resources in more valuable activities. Careium is one of the few players that can offer the entire chain with security alarms, sensors (fall sensors, smoke detectors, motion detectors, etc.), accessories (cameras, electronic locks, robotic medication assistive devices, etc.) and secure communication with alarm response: we offer a complete digital alarm chain. FNCA Sweden AB is appointed certified adviser.