RE: New Open ticket: 1009070164

From	Bitdefender Support Center <bdsupport@tickets.bitdefender.com>
To	thierry.moudiki@pm.me
CC	T. Moudiki <thierry.moudiki.perso@pm.me>
Date	Monday, March 4th, 2024 at 19:42

Hello,

I hope this message finds you well. I wanted to reach out personally to address your concerns and provide some clarity on the situation you're facing. We truly understand the distress and inconvenience caused by unauthorized access to personal data, and we share your concern for the security and privacy of your information.

Regarding your query about your data and its usage, it's important to emphasize that at Bitdefender, we are deeply committed to protecting the privacy and security of our users. This commitment is not only a cornerstone of our values but also a legal obligation. The privacy regulations we adhere to are designed to safeguard personal data, ensuring that it remains confidential and secure against unauthorized access, including, in this case, the data related to criminals.

While we understand that the data in question pertains to your account and not someone else's, the same privacy laws that protect your information also limit our ability to access certain types of data. While it may seem straightforward to share this data, please note it is protected under these regulations to ensure the highest level of privacy and security for all individuals involved.

Given the constraints we face due to privacy regulations, the best course of action to protect your account and personal information is to:

1. Change your passwords immediately to something strong and unique.
2. Activate two-factor authentication (2FA) for an added layer of security.
3. Contact your bank to inform them of the situation and follow their advice to secure your financial information.

We understand that this situation is far from ideal, and it's not the resolution you were hoping for. Please rest assured that our team is here to support you through this process and to provide any additional assistance you may need.

Thank you for your understanding and cooperation. If you have any more questions or need further assistance, please don't hesitate to get in touch.

Have a wonderful day ahead!

Best regards,
Ella
Technical Support Engineer

YouTube: https://www.youtube.com/c/Bitdefender
Community: https://community.bitdefender.com/en/

Support Center: https://www.bitdefender.com/consumer/support/

Was this message helpful? ☐ Yes   ☐ It was OK   ☐ No

On Mon, 4th Mar 2024 at 5:11 am, Thierry Moudiki <thierry.moudiki@pm.me> wrote:

> Hi,
>
> Sure. Privacy regulations. Hmmm... But that's my data right? Geo-data to be precise. What is it used for, is something I care about. What's the privacy about in this specific case, since I am not asking for somebody else's data, but criminals'? What's the only thing(s)/circumstance(s) that could 'oblige' you to disclose the data?
>
> Best regards.
>
> Envoyé depuis Proton Mail mobile
>
> -------- Message d'origine --------
> Le 3 mars 2024 à 19:20, Bitdefender Support Center < bdsupport@tickets.bitdefender.com> a écrit :

On Sun, 3rd Mar 2024 at 8:20 pm, Ella C. wrote:

> Hello,
>
> Thank you for your message.
>
> I hope this message finds you well. I wanted to take a moment to thank you for reaching out to us with your concerns regarding data privacy. Your trust in Bitdefender to secure your digital life is something we deeply value.
>
> I understand that you're seeking detailed information about the data that may have been compromised. I wish we could provide the exact specifics you're looking for. However, due to strict privacy regulations and our commitment to user confidentiality, we're unable to access or disclose the exact details of breached data. This policy ensures the utmost protection of our users' privacy across all interactions.
>
> That said, I want to reassure you that the steps we outlined in our previous email are meticulously designed to safeguard your digital privacy effectively. By following those recommendations, you'll significantly enhance the security of your personal information.
>
> If you have any questions about the steps mentioned, please don't hesitate to get back to us. We're here to support you every step of the way.
>
> Thank you for your understanding and cooperation. We're committed to ensuring your digital realm remains secure.
>
> Have a wonderful day ahead!

Best regards,

Ella

Technical Support Engineer

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On Sun, 3rd Mar 2024 at 6:08 am, Thierry Moudiki <thierry.moudiki@pm.me> wrote:

Hi,

Yes sure, thanks. I'd want all the data that you have regarding this problem.

Best regards,

T. Moudiki

Envoyé depuis Proton Mail mobile

-------- Message d'origine --------
Le 2 mars 2024 à 00:35, Bitdefender Support Center < bdsupport@tickets.bitdefender.com> a écrit :

On Sat, 2nd Mar 2024 at 1:35 am, Ella C. wrote:

Hello,

Firstly, I want to express our sincerest empathy for the distressing experience you've encountered due to the cyberattack and subsequent data breach. It's unsettling to discover personal information, including geographical details, being compromised and shared on the Dark Web. At Bitdefender, we understand the gravity of such situations and are here to offer our full support.

Here's what you can do next to further protect yourself:

- Stay Informed: Continuously monitor the situation to understand which company was affected and the type of information compromised. This knowledge is crucial for assessing the risk to your personal data.
- Watch for Notifications: Most states require companies to inform consumers affected by data breaches. Keep an eye out for any communications—emails, letters, etc.—that could alert you to potential compromises of your information.
- Monitor Financial Transactions: Vigilantly check your credit and debit card statements for any unauthorized activity. Early detection is key to preventing financial fraud.
- Contact Your Bank: If you spot suspicious transactions, immediately inform your bank to initiate a fraud claim. They can assist in securing your accounts.
- Change your passwords for your most important accounts. Also, activate 2-Factor Authentication for a plus of security.

Remember, Bitdefender Digital Identity Protection is continuously scanning the web for unauthorized leaks of your personal data. It's designed to alert you early, giving you a better chance to act swiftly and prevent further damage.

For more detailed guidance or if you have any concerns, please don't hesitate to reach out to us. Our team is here to support you every step of the way in keeping your digital identity safe.

Have a wonderful day ahead!

Best regards,
Ella
Technical Support Engineer

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Support Center: https://www.bitdefender.com/consumer/support/

On Fri, 1st Mar 2024 at 2:35 am, Thierry Moudiki <thierry.moudiki@pm.me> wrote:

Hi,

I\'ve been a victim of a cyberattack a few months ago, with my data (including geo) being shared on the DarkWeb. Please give me all the information you have regarding this attack.

Thanks.

Bitdefender Awake