



Dear ,

I have some difficult news. As previously reported, Stitch has been the target of a sustained and sophisticated series of hacking attacks over the last week. Our developers have been working around the clock to repel the attacks, but over the weekend, the hackers were able to access some information about a small percentage of our members. I'm sorry to confirm that **your account was one of those affected**.

Regulations in most countries require Stitch to retain certain information for a period of time after an account is deleted. As a result, although your Stitch account was closed, some of your information remains on Stitch's systems to satisfy this requirement. We have not reopened your account and are contacting you only as we believe it is important you are informed of this incident.

Stitch only stores the bare minimum information about our community members in order to keep you safe. **No passwords have been taken** and **no credit card information has been accessed** in this breach.

The hacker was able to gain access to **the last private message** sent between certain Stitch members. Our system has detected that some of your final messages were accessed. However, we have not detected any sensitive information contained in those messages.

Our system has automatically reviewed the messages for sensitive information, and alerted people who may have shared contact details, health info, financial details or a photo. Your messages have not been found to contain any of these personal details.

Some members' Stitch profile information was also accessed, including yours. This could include your first name, profile photos, bio, interests, suburb location, preferences and account status.

This sort of information could be used to make a scam email, text or phone call look more convincing. So we are acting fast to ensure everyone involved is alerted, and let them know to treat unexpected contact with the highest degree of suspicion. **While in your case we think there is less reason to worry**, we encourage everyone to be cautious when sharing personal information.

It's important to understand that **no passwords have been taken** and **no credit card information has been accessed** in this breach. **They haven't accessed your Stitch account**, or the password, email address or phone number associated with your Stitch account. We have blocked the attacker and removed the malicious accounts they created, and worked around the clock to enhance our system to block the route they used to get in. This route is now closed, and they will not be able to use it to get in again.

We're happy to say we believe Stitch is now safe and secure.

[Please check out this help article](#) if you have any more questions. We will update you if further information becomes available.

Thanks,
Andrew