

Dear [Member name],

We want to inform you about a security issue involving one of our third-party service providers that may have affected some of your personal information. Here's what you need to know.

#### What happened

On February 5, 2026, we were alerted to a vulnerability in a system operated by one of our email service providers. This flaw may have allowed unauthorized access to some Flickr member information. We shut down access to the affected system within hours of learning about it.

#### What information was involved

Depending on your account, accessible information may have included:

- Your name & email address
- Flickr username & account type
- IP address & general location
- Activity on Flickr
- Your passwords & payment card numbers were not affected.

#### Our immediate response

We disabled access to the affected system & removed all links to the vulnerable endpoint. We notified the service provider & demanded a full investigation. We are conducting a thorough review & strengthening our security practices with third-party providers. We notified the relevant data protection authorities.

#### What you can do

Be cautious of phishing emails referencing your Flickr account. We will never ask for your password via email. Review your account settings at [flickr.com](https://flickr.com) for anything unexpected. If you reuse your Flickr password elsewhere, consider updating it.

#### Our commitment moving forward

We sincerely apologize for this incident and for the concern it may cause. We take the privacy and security of your data extremely seriously, and we are taking immediate action to prevent any similar issues by conducting a thorough investigation, strengthening our system architecture, & further enhancing our monitoring of third-party service providers.

If you have any additional questions or concerns, please contact our support team at [help@flickr.com](mailto:help@flickr.com).

*EEA/UK residents:* You have the right to lodge a complaint with your local data protection authority. EEA authorities are listed at [edpb.europa.eu](https://edpb.europa.eu). UK residents may contact the ICO at [ico.org.uk](https://ico.org.uk).

*California residents:* You may contact the California Attorney General at [oag.ca.gov](http://oag.ca.gov). For identity protection, you may contact Equifax, Experian, or TransUnion.

Thank you for your understanding & continued trust.

The Flickr Team