

Public Statement - Notification sent on behalf of Sportabler


On the morning of 02.01, an external system that facilitates Sportabler's push notifications was hacked by an unauthorised third party. Therefore, this incident is isolated to a false push notification sent in the name of Sportabler to 30.367 Android users. iPhone (iOS) users were not included in this notification and did not receive the message.

After a thorough analysis, there is no sign that the Sportabler system itself has been hacked or that personal information has been stolen (e.g. payment information, email or phone number).

Sportabler does not store payment information and passwords are encrypted. Personal information, messages and payment information are therefore not at risk, as stated in messages sent in our name.

Since this was an isolated case of a notification being sent in our name, it is not considered necessary for Sportabler users to react specifically to this incident. However, we would like to advise our users to exercise common sense concerning internet security. We encourage people to contact us in customer service or social media if they have further questions.

We sincerely apologize for the inconvenience to our users. We are investigating this situation from all angles to ensure the appropriate measures have been taken. We will provide further information as a result of this inquiry.

Thank you very much for your understanding 

The Sportabler team.