

FAQ - Our quick answers to important questions

17.03.2022

Attack on the IT infrastructure of some companies of the Klaus Kroschke Group

Our experts from IT, Legal & Compliance as well as those responsible from Sales, Logistics and Production have compiled FAQs on the attack on our IT infrastructure for you.

The table of contents gives you an overview of the collected questions and navigates you to the right place in the document by clicking on the entry.

Table of contents

1. Which companies of the Klaus Kroschke Group are affected?	1
2. Which IT systems were attacked?	1
3. Was my data tapped?	2
4. What steps have been taken?	2
5. What do I have to do?	2
6. Can I still order and get my items?	2
6.1 Kroschke sign-international GmbH	2
6.2 Kroschke Ges.m.b.H	2
6.3 SSV-Kroschke GmbH.....	2
6.4 HEIN Industrieschilder GmbH, HEIN Cleanroom.....	2
6.5 Labelident GmbH	3

1. Which companies of the Klaus Kroschke Group are affected?

- Kroschke sign-international GmbH
- Kroschke Ges.m.b.H
- SSV-Kroschke GmbH
- HEIN Industrieschilder GmbH including HEIN Reinraum
- Labelident GmbH

2. Which IT systems were attacked?

The attack affected large parts of our IT infrastructure and caused damage there. Our merchandise management system is not affected.

3. Was my data tapped?

Data from our merchandise management system was not tapped. An outflow of data seems unlikely to us at the present time. Other systems are under investigation. Should we receive new information, we will inform you immediately.

4. What steps have been taken?

We immediately protected all systems against further access from outside or shut them down directly. The responsible investigative and data protection authorities were notified immediately. We are not permitted to make any statements on the ongoing technical tests. Should we obtain knowledge about the leakage of data, we will inform you personally without delay! The IT systems will be investigated in cooperation with specialists and restored if this is safely possible. Otherwise, they will remain switched off.

5. What do I have to do?

You do not have to take any special measures due to the current incident at our company. Should we receive new knowledge of an actual damage or outflow of data, we will inform you immediately! Basically, we advise you to take general precautionary measures in the fight against the numerous forms of Internet fraud. These include not opening any unchecked e-mail attachments of unknown origin, exercising caution when external links, and regularly changing passwords for online shops and websites.

6. Can I still order and get my items?

We are currently able to act in almost all areas. In all companies shipping and logistics are running to be able to continue to supply you well. It may be that one or the other e-mail from you has not reached us in the last few days. If you have not yet received any response from us, please contact us by phone. Further details on the processing of your orders in the affected companies can be found in the following points.

6.1 Kroschke sign-international GmbH

You can reach us by phone, by e-mail and via the online store to place inquiries and orders. Sometimes there can be delays in the processing may occur. Individual print jobs are processed with a delay.

6.2 Kroschke Ges.m.b.H

You can reach us by telephone, e-mail and via the online store to place inquiries and orders. In some cases there are delays in the processing. Individual print jobs are processed with a delay.

6.3 SSV-Kroschke GmbH

You can reach us as usual. We process your orders and deliver in known quality.

6.4 HEIN Industrieschilder GmbH, HEIN Cleanroom

You can reach us as usual. We process your orders and deliver in known quality.

6.5 Labelident GmbH

You can reach us as usual. We process your orders and deliver in known quality.

If you have further specific questions* about the situation, please send an e-mail to vertrieb@kroschke.com. We will forward them to our responsible legal team.

*Please understand that for our protection we cannot comment on the ongoing investigations, the results of technical audits, and details about software and systems.