

Israel Internet Association (RA)

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Mr. Ronen Costello
Director of public policy EMEA
Twitter Inc.
Email: rcostello@twitter.com

Dear Mr. Costello,

Re: Preparing for immediate removal of sensitive personal information

I address you as the CEO of Israel Internet Association ISOC-IL, Israel's leading NGO on internet policy (and the operator of the .IL ccTLD).

As reported in the media, the Black Shadow hacking team recently gained access to the servers of an Israeli internet company named Cyberserve. The company hosts and operates numerous Israeli online services, including Dan and Kavim Public Transportation companies, Holon Children's Museum, Pegasus Tours & Travel, Israeli Public Broadcasting Corporation KAN's blog, and Atraf Dating website.

These sites store personal information of millions of Israelis. In the case of the dating website Atraf, there are particularly sensitive details, as it serves the LGBTQ+ community. The disclosure of Atraf's data may lead to actual life danger. As a platform serving the LGBTQ+ community, some of Atraf's users are young people who might be outed against their will, terrified that hackers will soon reveal their most intimate details online.

The hackers have threatened to release the information today, and time is of the essence. Therefore, I urgently request that Twitter take immediate action to promptly remove any offensive and personal content posted on your online platform. One cannot argue that this a situation calls for a preparation and active action to be taken. I assume that Twitter would not like to support this worst-case scenario, when hackers expose fragile personal details of countless Israelis.

The Israeli Internet community calls on Twitter to prepare its technical teams and devote every available resource to minimize the damage.

Best regards,


Yoram Hacohen
CEO

Israel Internet Association ISOC-IL

CC: Board of Directors of the Israel Internet Association (R"A)