

Investitionsbank	EUR Not Identifiable Loss Euro
USD Not Identifiable Loss US Dollar	EUR Not Identifiable Loss Euro
BL0401 - Commercial Banking	EL0401 - Suitability, Disclosure & Fiduciary
DE - Germany	Western Europe
Loss Event	Published in media 28 March 2020

Investitionsbank Berlin sends copies of coronavirus grant applications to wrong users

On 28 March 2020, it was reported that the development bank Investitionsbank Berlin (IBB) had accidentally given small businesses and the self-employed access to other users' applications for coronavirus grant funding due to a programming error.

IBB sent users of the bank's grant application system a link to their online application documents after submission. When some users downloaded the application using the link provided by the bank, the document they downloaded belonged to another applicant, and contained the applicant's company address, tax number and bank details. Applicants reported being alerted to the issue by other users manually forwarding them the applications they had incorrectly accessed, golem.de reports.

Applicants via IBB's website were directed to Queue-it, a queue website operated by a Danish company, after the bank's website became overloaded. This queuing system led to the incorrect disclosure of the data, winfuture.de reports.

A spokesman for IBB said the bank noticed the error around 17:30 CET on 27 March 2020, according to golem.de. IBB was unable to say how many users were affected by the data breach and whether sensitive data had been disclosed. At 17:49 CET on 27 March 2020, IBB thanked users on Twitter for alerting it to the problem, which it said it had immediately rectified. It said it was in contact with its data protection officer and that the data that applicants had submitted had been correctly received. IBB resolved the problem by suspending access to the completed applications, leaving applicants unable to check the information they had sent, winfuture.de reports. On its website, IBB said on 28 March 2020 that it had interrupted processing due to a data protection problem it discovered on 27 March 2020.

The Berlin data protection officer said on 30 March 2020 it had received a report about the data breach at IBB. According to the report, a serious programming error made applications available to other people on 27 March 2020 between 15:30 CET and 16:30 CET. It stated further that applicants who submitted applications within this period should assume their data had been transmitted to third parties. The officer said IBB estimated that 390 applicants had been affected, and they were being informed of the issue.

As of 29 March 2020, IBB had received 836 fully submitted applications for a total of EUR 152 million since applications opened on 27 March 2020. The bank normally processes up to 3,000 grant applications per year, deutschlandfunk.de reports.

Author: Pamela Swann

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Last Update: 01 April 2020

Published In Media	Occurrence - From	Occurrence - To	Discovery Date	Recognition / Settlement
28 March 2020	27 March 2020	27 March 2020	27 March 2020	

Boundary Risk Other Risk	Industry Event	Scenario SC0011 - Data Breach
Product PD9800 - Non-Banking Product	Process PC1303 - Management & Monitoring	Event Closed No
ORX Member No	Role of Firm LS0307 - Position Taking (Principal)	Jurisdiction / Choice of Law LS0105 - Western Europe (excluding United Kingdom)
Cause 1 CS0301 - Remote Business Unit	Cause 2 CS0503 - Software - Inadequate Maintenance	Cause 3
Counterparty LS0203 - Corporation for Profit	Environmental Volatility LS0406 - Not Identifiable	Provision No

Source(s)

<https://www.golem.de/news/investitionsbank-berlin-antragsunterlagen-fuer-corona-hilfen-falsch-zugeste>
<https://www.ibb.de/de/ueber-die-ibb/aktuelles/presse/pressemitteilungen/update-corona-hilfen.html>
<https://winfuture.de/news,114961.html>
<https://www.deutschlandfunk.de/soforthilfe-in-der-krise-ansturm-auf-corona-zuschuesse.1773.de.html?d>

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