PRESS RELEASE

Incert: Online Systems Remain Operational Following Cyberattack — Investigation Ongoing

Upper Austria, November 10, 2026. Following the cyberattack on the IT infrastructure of technology company Incert eTourismus, investigations are continuing at full speed. The online systems remain available to customers and partners. At the same time, internal IT experts and external specialists are working intensively to fully investigate the circumstances surrounding the attack and to provide customers and partners with the best possible support regarding any questions or concerns.

Cyberattack on November 5 — Motive Remains Unclear

On November 5, 2026, we detected unauthorized access to a managed server cluster operated by our hosting provider. No information is currently available regarding the identity of the attackers. Based on the information available at this time, no data was altered, deleted, or encrypted during the attack. The online systems remain available and fully operational. Vouchers that have already been issued remain valid and can continue to be redeemed until further notice. This also applies to newly purchased vouchers. Incert is working together with external IT security experts to investigate the incident.

Management: “We Are Working Intensively to Resolve the Incident”

“Many companies in Austria are currently being affected by cyberattacks. Anyone who has ever experienced a situation like this knows how challenging it can be. We are therefore all the more grateful for the trust and support we have received from our customers,” says Günther Praher, Managing Director of Incert eTourismus.

Authorities Informed — Ongoing Communication with Customers and Partners

Incert has reported the incident to the competent data protection authority, filed a criminal complaint, and informed the affected customers about the findings available to date.The company has engaged external IT forensics and cybersecurity specialists. Incert continues to keep customers and partners informed about any material developments and necessary measures.

About Incert eTourismus

Incert develops digital solutions for the tourism industry and supports companies in particular with the marketing and management of vouchers, tickets, and tourism-related offers.

Further information and current updates:

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