Data Breach FAQs

CRM Personal Data Breach



What happened?

On 28 May 2026, BTC was informed of a data security incident involving one of our service providers. The incident affected the personal information of some of our customers. As soon as we became aware of the matter, we acted immediately to contain the incident, investigate its cause, and implement measures to protect affected customers and prevent further exposure.

Has the data protection regulator been notified?

Yes. We have notified the Data Protection Commission.

What information about me was involved?

Identity and contact details including names, surname, ID number, email address, telephone numbers and postal address.

Was any sensitive information including financial transactions data involved?

No. No special category or financial transactions data was involved.

Is there any evidence that my information has been misused?

Based on our investigation to date, there is no evidence that your information has been accessed or misused for fraudulent purposes. We are actively monitoring the situation and will contact you immediately should any evidence of misuse emerge.

Do I need to change my password or login credentials?

Your login credentials were not involved in the breach, so there is no urgent need to change them. However, you may change your password as a precaution if you prefer.

Is it safe to keep using your services?

Yes, it is safe to keep using our services. The cause has been removed, and additional safeguards are in place, and we continue to monitor our systems.

What should I do to protect myself?

- Be cautious of unexpected emails, calls or text messages, especially those that mention your account or ask for personal details.
- Do not click links or open attachments in messages you were not expecting.
- Never share your password, PIN or one-time codes with anyone. We will never ask for them.

Who can I contact with other questions?

Data Protection Officer:

Aobakwe Kaboyakgosi

Email: dpo@btc.bw

Contact Number: 73000456