

YMCA Youth For Causes breach: NRIC and next-of-kin details involved, with a WhatsApp help line from 23 November

Description

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Young people who signed up for YMCA of Singaporeâ??s Youth For Causes programme, and their families, can raise questions about a data breach on a WhatsApp line that opens on Monday 23 November. YMCAâ??s notice of 21 November confirms unauthorised access to the programmeâ??s online registration and application portal, and the organisation is contacting affected people directly.

YMCA general secretary and chief executive Wu Mei Ling said the organisation is directly contacting more than 13,000 people who may have been affected, as reported by The Straits Times and CNA.


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The YMCA letters at a YMCA of Singapore site. Photo: YMCA of Singapore

What the database held

Youth For Causes, which YMCA has run since 2003, helps people aged 15 to 25 plan and lead their own projects that raise awareness, volunteers and funds for social service agencies. Teams apply through the portal, which held participantsâ?? names, their schools and the organisations they supported.

The database behind it held a good deal more:

- participantsâ?? names, dates of birth, contact details and schools
- full or partial NRIC numbers, where these were collected
- next-of-kin names and contact details
- teachersâ?? names and contact details
- volunteersâ?? names and contact details

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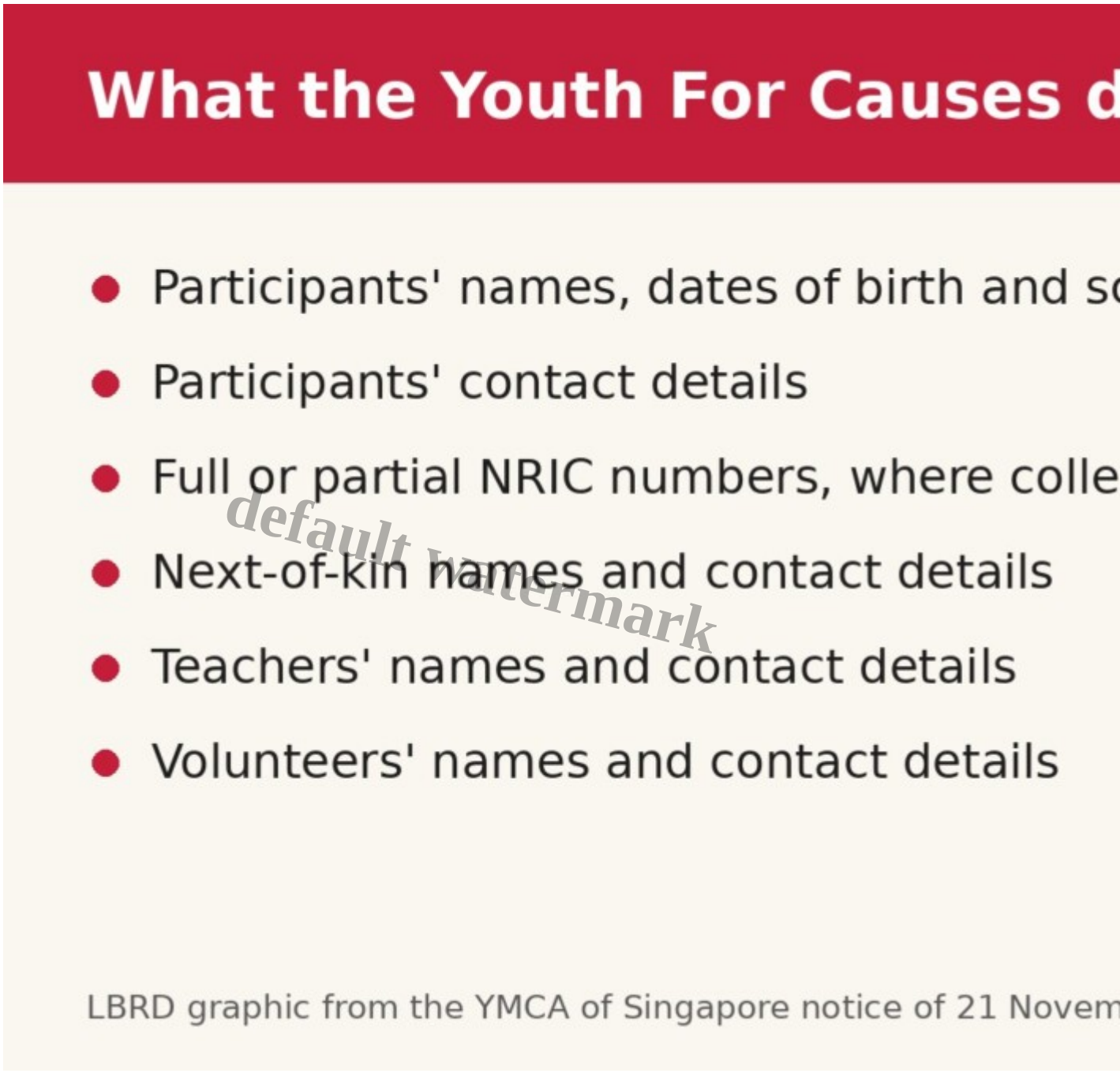
YMCA says the investigation could not uncover evidence to either establish or rule out the access, copying or extraction of personal data. It has shut down the portal and its database, and brought in independent cyber forensic investigators alongside its website vendor.



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Personal data held in the Youth For Causes database. Image: LBRD, from the YMCA of Singapore notice of 21 November 2026

Why parents feature in it

Because applications carried next-of-kin details, a parent who never logged in to the portal can still have their name and contact details in the database. The same goes for teachers and volunteers.

YMCAâ??s warning is about impersonation: messages that claim to come from YMCA or Youth For Causes. The database paired young peopleâ??s names with their schools and dates of birth, details that can make such a message sound genuine.

What families can do now

YMCAâ??s advice is to treat unexpected emails, calls or messages claiming to be from YMCA or Youth For Causes with suspicion, especially any that ask for personal details, a link to be opened or a payment. Any such request should be verified through YMCAâ??s own contacts before anyone replies.

Young people who took part are worth talking to directly, since a message may go to their own phone. Suspected scam contact can also go to the ScamShield helpline on 1799, which runs around the clock.

How to reach YMCA

YMCAâ??s Incident Response Team takes questions through two channels:

- email at irt@ymca.org.sg, with replies within two working days
- WhatsApp on +65 9816 7203, from 23 November to 4 December 2026, Monday to Friday, 10am to 5pm

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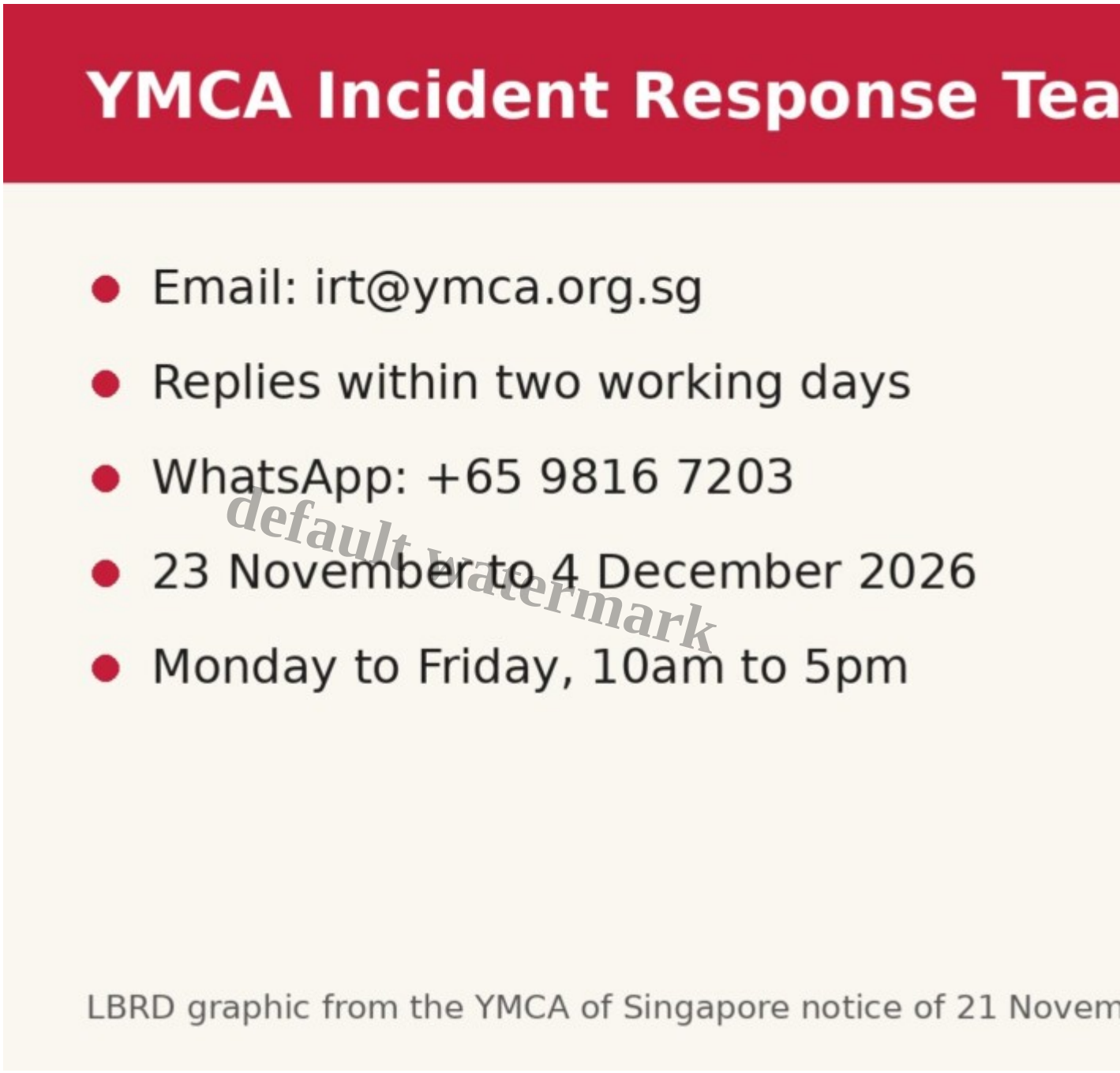

The YMCA Incident Response Teamâ??s email and WhatsApp contacts. Image: LBRD, from the YMCA of Singapore notice

Material updates go on YMCAâ??s breach notice.

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