



Ministry of Meteorology Energy
Information, Disaster Management,
Environment, Communications and
Climate Change

Frequently Asked Questions

June 2025 Cyber Attack On Tonga's Ministry of Health

Question	Answer
1. When and how did the cyber attack take place?	<p>Cyber criminals launched an attack on the Tonga Ministry of Health IT systems on the 15th of June 2025. We do not know why the criminals targeted us. The attack remains the focus of an ongoing investigation.</p> <p>On the 30th of June 2025, with our systems now secured, we publicly announced the cyber-attack, noted that this was a very serious situation and asked Tongan citizens to be vigilant. We asked that any suspicious activity be reported to CERT Tonga, Ministry of MEIDECC on Tel: 2378 (CERT) or cert@cert.gov.to.</p>
2. What agencies are involved in the response?	<p>The response is being led by the nation's Computer Emergency Response Team known as CERT Tonga, with the assistance of IT resources from the Ministry of Health and Australia's Cyber RAPID team.</p>
3. What data was accessed?	<p>It is possible that information held in some of the impacted Ministry of Health IT systems was copied by the criminals. An investigation outlining which specific information may have been impacted is ongoing.</p> <p>The cyber criminals published a small sample of potentially exfiltrated information on the internet on 27th of June 2025, which included some instances of confidential information. It is still possible that information about Tongan patients could be published online, in the future.</p>
4. Is my patient information safe?	<p>The Ministry of Health still holds original patient files, and they have not been altered or deleted. It is possible that some information has been copied and may be leaked by the criminals. The Ministry will make efforts to support vulnerable people that may be uniquely impacted by any leaks.</p>
5. Does this mean you no longer have my medical records?	<p>No. The attackers managed to copy data from our systems – but the original files are still safe and have not been deleted or altered.</p>
6. Could my patient information have been maliciously altered – removing or changing important information about my health?	<p>No. While some information has been illicitly copied from Ministry of Health records, and may be leaked, the responding Cyber and IT team led by CERT Tonga have carried out careful checks of our systems, and we are confident that your records have not been tampered with.</p>



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7. Could this cyber attack happen again?	<p>Our incident response team and other specialist partners have worked to uplift and secure our network and systems. We are confident in the work we've done to prevent further harm and are monitoring the situation. Nonetheless, we continue to require Tongan citizens to be vigilant against suspicious activity and exercise a heightened level of caution with their online security</p>
8. Does this mean I'm at risk of an attack?	<p>The additional findings from our ongoing investigation will inform appropriate mitigation options to protect against future cyber intrusion attempts.</p> <p>During this time staff and patients need to exercise a heightened level of caution with their online security. Please do not click on links in emails from companies or people you don't know. Please do not provide any information to people you don't know who contact you on the phone. If you think something is suspicious, contact CERT Tonga, Ministry of MEIDECC on Tel: 2378 (CERT) or cert@cert.gov.to.</p> <p>Make sure you change passwords regularly and ensure they are strong, such as 3 random words. Where risks to people's safety have been identified, changes have been made quickly to protect them.</p>
9. Can I still access health services?	<p>Residents can be assured that access to healthcare services remains unchanged by the attack. Healthcare facilities continue to operate normally, and residents are encouraged to seek care as they usually would.</p>
10. What is the status of Ministry of Health ICT systems?	<p>Our dedicated joint incident response team have successfully restored system backups, ensuring patient records are available and digital health services are now being slowly brought back online.</p>
11. Where can I get more help?	<p>The Ministry of Health will continue to release updates through its public communication channels. If you identify something is suspicious and would like further assistance, contact CERT Tonga, Ministry of MEIDECC on Tel: 2378 (CERT) or cert@cert.gov.to.</p>
12. When will we know more?	<p>The investigation being led by CERT Tonga into this attack, with the support of Australia's Cyber RAPID team, is still ongoing. There is a limited amount that we can share in the short term without jeopardising this work. When we are able to release more information about the attack, we will do so through the Ministry of Health public communication channels.</p>