



14 September 2017

RE: Response to Fake Profiles Search Results on [www.icann.org](http://www.icann.org)

Alberto Urra  
Via Email

Dear Alberto Urra,

Thank you for your submission regarding the “fake profile” search results you received when searching on the name “Alberto Urra” and that linked to the [www.icann.org](http://www.icann.org) website. I’ve researched this issue with various departments inside the ICANN organization (all subsequent uses of “ICANN” refer to the ICANN organization) and worked with the Communications team to provide you with this response.

Following my research and internal discussions, I learned that earlier this year ICANN became aware that a large number of fake or spam-related profiles were being created on [icann.org](http://icann.org). Many of these fake profiles were promoting inappropriate, obscene, or potentially harmful content. Therefore, ICANN made a decision to turn off the public aspects of all profiles except those belonging to leadership of Supporting Organizations and Advisory Committees, ICANN Board members, and the ICANN organization employees. To read more about this, please read ICANN’s June 2017 blog entitled [Fighting Fake Profiles on icann.org](https://www.icann.org/news/blog/fighting-fake-profiles-on-icann-org) at: <https://www.icann.org/news/blog/fighting-fake-profiles-on-icann-org>.

While ICANN has turned off public profiles except those noted above, search results may contain meta data associated with the previously public profiles. This meta data will return results linking to the “Fighting Fake Profiles on [icann.org](http://icann.org)” page: (<https://www.icann.org/community/explore>). ICANN has removed the meta data associated with Alberto Urra’s profile from its servers, but because search engines cache profile-related data that was once public, this result may still appear in the short term, depending on the search engines caching policy.

Thank you again for your submission regarding the “fake profile” search results you received when searching on the name “Alberto Urra” and that linked to the [www.icann.org](http://www.icann.org) website. I hope this response is useful and I appreciate the opportunity to assist you.

Kind regards,

Krista Papac  
Complaints Officer