

Luxembourg LU-ALERT



Luxembourg recognized the importance of an efficient public warning system to strengthen population resilience and preparedness in the face of unforeseen events. The country's move toward a modern alerting capability began in 2018 with the launch of the GouvAlert mobile application. However, authorities quickly identified the limits of a single-channel approach and the need for a more comprehensive, technologically advanced solution able to reach the entire population reliably.



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG

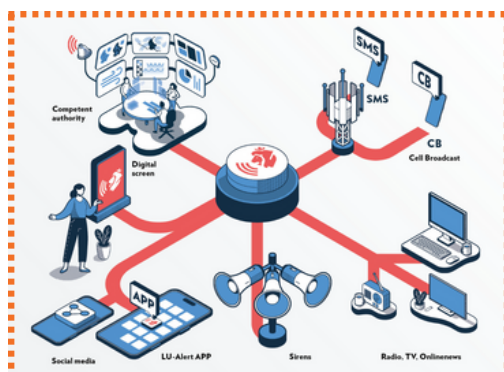
In response to the EEECC directive and its national transposition, the Luxembourg government launched a project to overhaul its public warning system and adapt it to modern public safety requirements.

THE SOLUTION

LU-Alert relies on a multi-channel alerting architecture combining Cell Broadcast (CB), location-based SMS (LB-SMS), a mobile application, and web channels to ensure alert delivery through resilient, complementary, and nationally coordinated communication paths in all situations.

The LU-Alert mobile application allows users to personalize notifications by selecting alert categories, severity levels, and places of interest (residence, children's school, etc.), making warnings more relevant, contextual, clearer, easier to understand, and faster to act upon during emergencies.

The system is designed with privacy by default: no personal data is collected for location-based SMS alerts, and public authorities never access or store user data, processed exclusively by mobile operators in full compliance with national and European data protection regulations.



HIGHLIGHT

At the launch of LU-Alert, Luxembourg's Minister for Home Affairs, Léon Gloden, highlighted the system's capabilities: "The new 'LU-Alert' system relies on performance, speed and interconnection to ensure that the population is properly alerted and can react appropriately."

Authorities conducted tests across sirens, location-based SMS, and the mobile app to verify functionality and familiarize residents with the new multi-channel alert system.



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