

June 26, 2018

Prince Hotels, Inc.

Notice and apology regarding the leak of personal information of guests making reservations on our multilingual website as a result of unauthorized access to the server

We have ascertained that personal information belonging to hotel guests has been leaked as a result of unauthorized access to the server for the reservations system on our multilingual website (English, Chinese <Simplified/Traditional>, Korean).

We would like to sincerely apologize for the serious inconvenience this has caused guests using the website and all other concerned parties. Immediately following confirmation of the incident, it was reported to the Personal Information Protection Committee. Management of our multilingual website is outsourced to “FastBooking Japan” and it was found that the server owned by parent company, France-based “FastBooking”, was accessed illegally. Please note that there has been no leak of personal information of guests that have made reservations through our Japanese website. Further, we are yet to receive any reports of the malicious use, etc. of the leaked personal information.

Please see below for more information.

1. Sequence of events

- June 15 (Fri): Server owned by FastBooking was accessed illegally, resulting in the leak of personal information (name, nationality, postcode, address, e-mail address, reservation fee, reservation number, name of hotel reservation was made with and check-in/check-out dates) (\*hereinafter “Incident 1”)
- June 17 (Sun): Server owned by FastBooking was accessed illegally, resulting in the leak of personal information (name, credit card details) (\*hereinafter “Incident 2”)
- June 20 (Wed): Incident 1 confirmed by FastBooking
- Same day Incident 2 confirmed by FastBooking
- June 21 (Thu): Notice concerning Incident 1 posted on our hotel reservation administration page and e-mail received from FastBooking
- June 22 (Fri): Report concerning Incident 1 made over the telephone by FastBooking to our hotel sales representative
- June 23 (Sat): Notice concerning Incident 2 posted on our hotel reservation administration page and e-mail received from FastBooking
- Same day Report concerning Incident 2 made via e-mail by FastBooking to our hotel sales representative
- Same day Prince Hotel multilingual website reservation system was shut down
- June 24 (Sun): President of the Japanese branch of FastBooking visited the offices of Prince Hotels, Inc. to provide a written and verbal report of Incident 1 and Incident 2

## 2. Leaked Information

	Relevant Period*	Leaked Information	Cases of leaked information
Incident 1 (43 hotels)	May 2017 – June 2018	Name, nationality, postcode, address, telephone number, e-mail address, reservation fee, reservation number, name of hotel reservation was made with, check-in/check-out dates	58,003 cases
Incident 2 (39 hotels)	Up until August 2017 (Start date unknown)	Name, credit card details (card number, expiry date, name)	66,960 cases

\*This only affects guests that made and finalized reservations from our multilingual website during the relevant period.

## 3. Cause

It was confirmed that the server owned by FastBooking was accessed illegally by an external third party with malicious intent. FastBooking is currently responding to this breach by updating its system to one with more advanced security standards. FastBooking Japan is currently in the process of implementing an audit conducted by an independent third party to confirm the safety of its security measures.

## 4. Response made to guests

### (1) Notices

Notices regarding the incident and an apology were posted on our Japanese and multilingual websites.

### (2) Incident 1

Affected guests were contacted by Prince Hotels via e-mail with an explanation of the incident and an apology.

### (3) Incident 2

We have received reports from FastBooking Japan that they have already informed guests about the Incident via their respective credit card companies.

[Inquiries concerning this incident]

Prince Hotels, Inc.: “Customer Service Desk”

e-mail address: [saleshotline@princehotels.co.jp](mailto:saleshotline@princehotels.co.jp)

## 5. Recurrence prevention measures

### (1) Reminder/enforcement of relevant regulations

Prince Hotels will reinforce measures to provide reminders about and enforce the relevant data management and personal information management regulations and regulations concerning information system security and has requested that FastBooking Japan also perform checks and make any necessary improvements to its security measures.

### (2) Enforcement of system security checks performed by an independent third party

Prince Hotels has instructed FastBooking Japan to further reinforce system security checks performed by an independent third party and to promptly establish effective measures based on the results of said checks and to promptly report back to Prince Hotels.