

June 28, 2018

Apologies and notifications for the disclosure of personal information from the foreign-language reservation service system as a result of illegal server access

A report from our outsourced foreign-language service system managed by FASTBOOKING, Co. (Headquarters: France) has made it clear that illegal outside access to their server has resulted in 1,816 instances of personal customer information being leaked.

We made individual reports to all affected customers by June 26, issued an apology, and made a report to the Personal Information Protection Committee.

As of now, we have had no reports that this personal information has been misused, however we are continuing to make sincere efforts to respond to affected customers.

According to FASTBOOKING, credit card information from our customers was not disclosed and measures to prevent recurrence are already in place, however we have stopped using this system. Furthermore, our Japanese-language reservation service system uses a different system which has not been subject to leaks, therefore this continues to accept reservations as normal.

We would like to express our most sincere apologies for the trouble that we have caused our customers.

[Details of incident]

June 15 (Fri.)

There was unauthorized access to FASTBOOKING's server, resulting in the leak of personal information (guest names, nationalities, post codes, addresses, email addresses, reservation charges, reservation numbers, check in dates, and check out dates).

June 22 (Fri.)

Our Accommodation Division received an email from FASTBOOKING indicating that there may have been a leak of personal information.

June 25 (Mon.)

We received an email detailing the incident and providing a list of individuals affected from FASTBOOKING.

The corresponding English, Chinese, and Korean-language reservation systems were shut down.

June 26 (Tue.)

We sent affected parties individual emails of apology, providing an explanation.

We reported to the Personal Information Protection Committee.

[Number of Leaks]

1,816 reservations created from the following affected hotels' foreign-language sites (English, Chinese, Korean) between May 1, 2017 and June 19, 2018.

[Leaked Information]

Customer names, nationalities, post codes, addresses, email addresses, reservation charges, reservation numbers, hotel names, check in dates, and check out dates.

[Affected Hotels]

Chisun Hotel Hiroshima / Chisun Hotel Kobe / Chisun Inn Nagoya / Chisun Inn Osaka Hommachi / HATAGO INN Shizuoka Yoshida IC / HATAGO INN Kansai Airport / hotel androoms Osaka Hommachi / hotel androoms Nagoya Sakae / LAMP LIGHT BOOKS HOTEL nagoya / Loisir Hotel Naha / UAN kanazawa / INNSOMNIA akasaka

[Future Provisions]

We will handle customers' important personal information with the utmost of care, and in order to ensure even higher levels of security, we will also enlist the cooperation of system security specialists in the selection of companies commissioned to operate systems.

-

Inquiries regarding this incident:

Solare Hotels and Resorts Co., Ltd., Marketing Division

contact@solarehotels.com