

June 27<sup>th</sup>, 2018

Dear Customers,

Nippon View Hotel Co., Ltd.

### Announcement Regarding the Leak of Personal Information

Due to a security incident with one of a hotel accommodation system service provider (FastBooking Japan) used on our Asakusa View Hotel and Osaka View Hotel Honmachi multilingual websites, there has been a leak of our customers' personal information. It is currently unconfirmed whether this personal information has been used fraudulently.

We sincerely apologize for the inconvenience and trouble we have caused our customers and any others involved.

#### Details

##### 1. Leaked Information

Subjects: Any persons who made a reservation through the Asakusa View Hotel or Osaka View Hotel Honmachi multilingual websites during the period between May 1<sup>st</sup> 2017 and June 19<sup>th</sup>, 2018.

\*Persons who reserved through our domestic websites have not been affected.

Number of Incidents: 513 total incidents, including Asakusa View Hotel and Osaka View Hotel Honmachi

Content: Name, E-mail address, nationality, address, hotel check-in and check-out dates, reservation numbers, accommodation fees

(FastBooking Japan has reported that credit card payment data has not been leaked at this stage)

##### 2. Customer Support

We have identified the personal information that has been leaked, and will begin contacting customers that have been affected.

##### 3. Future Course of Action

We have made a report to the Personal Information Protection commission on June 26<sup>th</sup>, 2018.

We have halted our accommodation reservation system on our multilingual websites where the leak occurred. The system will be halted until safety has been confirmed by a third party of specialists. Additionally, reservations on our domestic websites are still active, as they have been confirmed to be safe.

##### 4. Contact

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