

To Our Valued Guests

Information and apology to guests who reserved accommodations through our website concerning leaking of personal information due to unauthorized access to our server

We have learned that a data breach occurred, resulting in the leak of guests' personal information due to unauthorized, malicious access by a third party to the server for our hotel reservation system. This system was shut down as of today and we have completed the process of moving to a new system.

Our hotel reservation system is provided by FASTBOOKING Japan, a subsidiary of FASTBOOKING France, whose server was hacked.

We thank you for using our hotel and offer our sincere apologies for any inconvenience or distress caused by this breach.

The information below describes what we know, precautions to take and measures we are taking to prevent a similar incident in the future.

We will also be providing this information to affected guests whose contact details are available, and we have promptly reported this data breach to the Personal Information Protection Commission, a Japanese government body.

HUNDRED STAY Tokyo Shinjuku

June 27, 2018

Particulars

Details of the incident: Unauthorized, malicious third-party access to the server owned by FASTBOOKING took place on June 15, 2018, resulting in a leak of unencrypted personal information related to reservations at several properties in Japan. We have learned that reservations for HUNDRED STAY Tokyo Shinjuku were included in this data breach.

A second unauthorized access to the server occurred on June 17, again resulting in the leak of unencrypted personal information. This time, however, no information relating to HUNDRED STAY Tokyo Shinjuku was included.

Guests affected: Guests who booked accommodation at HUNDRED STAY Tokyo Shinjuku for dates from May 1, 2017 to June 15, 2018 directly through HUNDRED STAY Tokyo Shinjuku's official website <<http://www.hundredstay.jp/en-gb>>. Information on guests who subsequently cancelled a booking was also leaked.

No. of bookings affected: 124

Information leaked: Guest names, nationalities, email addresses, phone number, room rates, booking numbers, names of hotel(s) booked, and check-in and check-out dates.
We have confirmed that no credit card numbers were leaked.

Precautions to take: A demand for payment or phishing email directing you to an outside website may be sent to the email address included in the leaked information. Please be cautious of suspicious emails related to this data breach.
Please note that HUNDRED STAY Tokyo Shinjuku does not send notices demanding payment or attempt to direct you to an unrelated website.

Measures to prevent reoccurrence: HUNDRED STAY Tokyo Shinjuku will take the following measures to prevent any similar incidents in the future.

- ① When using an external system we will confirm its security level, conduct regular monitoring and carry out third-party evaluation.
- ② We will remind employees to review our internal rules concerning information security and data protection.

Please direct any inquiries to the following:

HUNDRED STAY Tokyo Shinjuku guest assistance:

Email : hundred_stay@hundredstay.jp