

Dear Guests,

June 27, 2018

GRANVISTA Hotels & Resorts Co., Ltd.
President, Sadanori Suda

Personal Information Breach of Customers
With Booking Through Our Foreign-Language Official Websites

A data security incident (“incident”) has been detected at Fastbooking Japan (<http://www.fastbooking.com/>), which operates the official foreign-language websites of GRANVISTA Hotels & Resorts. Customers’ personal information has been compromised in the incident.

Please accept our most sincere apology for any inconvenience and concerns that this incident may have caused.

We sent the notice to all the customers whose personal data has been compromised. We reported the incident promptly to Personal Information Protection Commission in Japan as well as the regulatory authority in France where the headquarters of Fastbooking is located. Also, receiving a new reservation through FASTBOOKING has been suspended.

We are very disappointed that the incident happened and are committed to take appropriate measures to ensure it never happens again.

As we have an investigation underway, we will post updates on our official website (<http://www.granvista.co.jp/english/>).

The following is the summary of what we have learned from Fastbooking Japan:

Summary of Incident

Customers’ personal information was breached.

Scope:

Personal Information of the customers who made a reservation on the foreign-language sites within the official websites of GRANVISTA Hotels & Resorts between May 1, 2017 and June 20, 2018.

The personal information of the customers who made hotel and or restaurant reservations on our Japanese-language websites was not compromised.

The Information Breached:

First and last names, email address, nationality, address, name of the hotel, check-in and check-out dates, amount on reservation, and confirmation numbers.

Any credit card information (name on credit card, credit card number, expiration date, and security code) was not breached.

The Number of Reservations Affected:

3,421 reservations

■ Hotel List

- Sapporo Grand Hotel
- Sapporo Park Hotel
- Ginza Grand Hotel
- Hotel Intergate Kyoto Shijo Shinmachi
- Hotel Intergate Tokyo Kyobashi
- Kamogawa Seaworld Hotel
- Shiraraso Grand Hotel
- Hotel the Lutheran

■If you have any questions or concerns, please reach us at

<https://www.granvista.co.jp/english/form/privacy/form.cgi>.