

November 07, 2018

To whom it may concern

Prince Hotels , Inc.

Resumption of our multilingual website reservation system

As mentioned in our “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” disclosed on June 26, 2018, use of our multilingual website reservation system was shut down. However, now that we have confirmed that the system is secure the reservation system will be resumed from November 05, 2018 (Mon).

We would like to take this opportunity to once again offer our sincere apologies for the inconvenience and concern this has caused our guests and all other concerned parties.

Please see below of details of the incident.

1. Sequence of events

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. Following this breach, it was found that the personal information of guests using the reservation system on our multilingual website was leaked. In response to this finding, the reservation system on our multilingual website was shut down on June 23, 2018 (Sat).

In the time ensuing, FastBooking updated its system to one with more advanced security standards and implemented an audit conducted by an independent third party. Results of the audit have revealed that a sufficient level of security has been maintained and Prince Hotels have performed our own verification of the audit results. Having determined that there is no problem with system security measures, the reservation system will be resumed on November 05, 2018 (Mon).

2. Response made to guests

Guests affected by the leak of personal information have been contacted and the details explained to them by Prince Hotels and their respective credit card companies. Please note that we are yet to receive any reports of the malicious use, etc. of the leaked personal information

[Guest inquiries regarding this incident]

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