

28<sup>th</sup> of June, 2024

Dear All Customers

Hakone Ashinoko HANAORI

### Apology Notification of The Possibility of Customer's Data Breaches

In Hakone Ashinoko HANAORI (Address: Hakone, Kanagawa, General Manager: Wakayama Satoshi), operated by ORIX Hotel Management Corporation (Headquarters: Minato, Tokyo, Company President: Takaaki Nitnai), we know there is a possibility of the data breaches of customers who stayed and book.

We apologize for the trouble and concern for all customers and all those it may concern.

We report everything that happened until now and future policy as follows.

#### 1. Circumstances

On 18<sup>th</sup> of June, we found that the part of the customers who booked our hotel through Booking.com got some unintended message. We checked the admin panel of Booking.com and found the scam mail, which may lead to external sites not related to Booking.com and our hotel to some guests who will stay with. On the same day, we have issued a warning notification to our guests in our official website※1. As a result of the change in Booking.com setting, after 20<sup>th</sup> of June we could not investigate the suspicious mail sent to our guests mail afterward.

We are investigating on the details, however, there is a high possibility that the incident was caused by an external cyber-attack on our facility.

In the personal data that has the high possibility to be breaches, information about bank account or credit card were not included. Also, until now, we have not received any notification that customer information has been misused or that any financial damage has been incurred.

※1 Notice on 18<sup>th</sup> of June, 2024 (ORIX Hotel Management Corporation) (in Japanese)

※1 Notice on 18<sup>th</sup> of June, 2024 (Hakone Ashinoko HANAORI) (in Japanese)

#### 2. Details of personal information which has a possibility of data breaches

The number of cases : About 3,400 cases※2

Target group : Customer who stayed at our hotel on or after 19<sup>th</sup> of June, 2023 and who have a reservation of our hotel as of 31<sup>st</sup> of December, 2024 (Including the customer who canceled the reservation)

Category of information : Name, Address, Telephone number

※2 The number of the reservations from the time we found the suspicious access until the change in Booking.com settings.

### 3. Future Action

We request that you please be careful of any direct mailings or fraudulent phone calls that may lead you to believe that Booking.com or Hakone Ashinoko HANAORI is the sender.

And, if you have any questions or inquiries regarding this case, please contact us at the following address.

#### **【Customer Inquiries】**

Hakone Ashinoko HANAORI

Tel : 0460-83-8739

Reception hours : 9:00~19:00 ※We accept applications on Saturdays, Sundays, and national holidays.

### 4. Regarding the disclosure

We take this matter very seriously and will promptly establish and thoroughly implement measures to prevent a recurrence. We will make further announcements as new incidents become apparent.

Sincerely