

Amendment to “Notice and Apology regarding unauthorized access to personal data on English website”

We apologized that the announcement made on June 26th contained incorrect information. We have made the following amendments and included information on sequence of events. These changes were reported to the Personal Information Protect Commission Japan.

<Amendment>

① Addition of sequence of events.

② “Credit card information”, “Personal information and credit card information” specified in leaked information is changed to “Personal information” and “Credit card information”, case number and affected hotel number are revised.

		Incorrect	Correct
Personal information	Hotel number	28	31
	Case number	5,782	3,965
Credit card information	Hotel number	31	32
	Case number	6,261	6,366

<Reason>

Miss-calculation between us and “Fastbooking”

July, 3rd 2018

RNT Hotels. Co, LTD.

Notice and Apology regarding unauthorized access to personal data on English website

The server for the English reservation website has suffered from unauthorized access, resulting in the leakage of personal data belonging to hotel guests. The affected website is managed by “Fastbooking database” on behalf of RNT Hotels. Co., LTD. (Representative Director and President: Masamichi Fukumura)

We sincerely apologize for the inconvenience caused and concerned raised to our guests and related parties. Immediately following the confirmation of this incident, it is reported to the Personal Information Protect Commission Japan.

The unauthorized access was targeted at server owned and managed by “Fastbooking database”, guests who made reservations at Richmond Hotesl through “Fastbooking” English website are affected. Please note that NO data leakage for guests that have made reservation on our official website (Japanese & English). Thus far, there is no report on any abuse of personal data. Please see below for further information:

1. Sequence of events

6/15 “Fastbooking” server was accessed illegally, personal information were leaked (name, Nationality, postal-code, address, email address, room charge, reservation number, hotel name, check-in/out date)

6/17 “Fastbooking” server was accessed illegally, credit card information were leaked (name, credit card number, expiry date and account name)

6/19 “Fastbooking” confirmed personal information leakage
6/20 “Fastbooking” confirmed credit card information leakage
6/21 “Fastbooking” informed us on the information leakage via English email
6/22 “Fastbooking Japan” informed us on the information leakage via Japanese email
We ceased the booking service provided by “Fastbooking”
6/23 “Fastbooking Japan” informed us on leaked data (Hotel name and case number)
6/25 The incident was reported to the Personal Information Protect Commission Japan
6/26 Notice and Apology announced on our Japanese website
6/27 Notice and Apology announced on our English website

Our confirmed data was different from the data provided by “Fastbooking” on 6/23, inquiries made and updated data received

Amended data was reported to the Personal Information Protect Commission Japan

(※6/28~7/3 Confirmation between us and “Fastbooking Japan”)

7/03 Figures rectified and amendment announcement is made on our website

Further amended data was reported to the Personal Information Protect Commission Japan

2. Leaked information

1) Personal information

3,965 cases recorded on 31 Richmond Hotels between the period of MAY 2017 to JUNE 2018. Personal information (name, nationality, postal-code, address, email address, room charge, reservation number, hotel name, check-in/out date) leaked.

2) Credit card information

6,366 cases recorded on 32 Richmond Hotels up until AUGUST 2017 (start-date unknown). Credit card information included name, credit card number, expiry date and account name leaked.

Remarks: Leakage targeted to guests completed reservation on Fastbooking English website.

3. Cause

Server owned and managed by Fastbooking was accessed illegally. Fastbooking Japan is responding to this breach and implementing a security audit conducted by an independent third party.

4. Response to guests

1) Announcement on our Official Website (Japanese and English)

2) Affected guests were contacted via email with explanation and apology for the incident. Separately, Fastbooking Japan has informed guests about the incident through respective credit card companies.

5. Preventive measures

1) Re-enforcement and reminder of related regulations will be made, specifically on personal data & data management, information system security.

2) Service by Fastbooking is ceased until security safety check by the third party can be confirmed