

April 24, 2024

Apology and notice regarding the possibility of personal information leakage due to unauthorized access

We have identified that some email system accounts used by SEGA FAVE TOYS Company (hereinafter referred to as "SEGA Fave"), a member of the SEGA SAMMY Group, to which Phoenix Resort Co., Ltd. (hereinafter referred to as "the Company") belongs, may have been illegally accessed from the outside, and some of the personal information held by the Company may have been leaked to unauthorized third party. Credit card information is not included in personal information that may be leaked. In addition, at this time, no unauthorized use of personal information related to this matter has been confirmed. We sincerely apologize for any inconvenience and concern this may cause to our customers and many other stakeholders.

Details

On April 4, 2024, SEGA SAMMY HOLDINGS CO., LTD., which manages the security of email system account of SEGA Fave, a group company of SEGA FAVE, detected unauthorized access by a third party. From the subsequent investigation, on April 7, it became clear that attacked account belonged to a former employee of the Company and leaked information included the Company's customer information. Judging from the situation, the possibility of personal information leakage cannot be ruled out, and we have reported the incident to the Personal Information Protection Commission on April 23, 2024.

Personal information that may have been leaked (as of April 23, 2024)

Customer information held by the Company.

Name, telephone number, etc. of customers who matches the below conditions:

- Guests who stayed at the resort within the period of September 15, 2012 to February 16, 2013 (approx. 1,300 cases)

- Guests who made golf reservations within the period of September 15, 2012 to September 18, 2012 (approx. 100 cases)

Name, company address, mail address, telephone number of Information on some business partners who matches the below conditions:

- Business partners of the Company in 2012 (approx. 1,000 cases)

Name and work mobile numbers of the Company's employees (approx. 140 cases)

Inquiries regarding the incident

For inquiries related to information leakage, please call

Phoenix Resort Co., Ltd. TEL: +81-120-851-856

10am to 6pm, from Monday to Friday

Preventive actions

The Company and its group companies take this situation very seriously and will work to build and strengthen a stricter information security system.

We sincerely apologize for any inconvenience and concern this may have caused.

Phoenix Resort Co., Ltd.
President & Representative Director
Koichi Katagiri