

# INFORMATIONS ABOUT A PERSONAL DATA BREACH

The following information is intended to enable you to make an initial notification of the data breach to your Data Protection Authority.

In light of the continuing investigations, we could later inform you of elements allowing you to complete or modify your initial notification.

- **Date of the data breach**

The discovered breach is closed.

Date and time of the onset of the data breach:  
Date 14th of June 2018 Time 8:43 PM UTC

Date and time of the end of the data breach:  
Date 19th of June 2018 Time 9:02 PM UTC

Date and time of discovery of the data breach:  
Date 19th of June 2018 Time 3:40 PM UTC

Date and time of observation by the hotel: date and time of receipt of the Data processor SPA e-mail

- **Circumstances about the data breach discovery**

Following the discovery of a suspicious application, the server log files were analyzed (computer activity traces) and we found out that some files containing data had leaked.

- **Nature of the data breach**

Loss of confidentiality (means that someone was able to gain access to information when they should not have been able to do so)

- **Detailed description of the data breach**

Vulnerability in an application hosted in the server were used to install a malicious tool enabling remote access to data stored on the server. The tool was used to exfiltrate data.

- **Origin of the incident**

Piracy

- **Reasons of the incident**

Malicious external action

- **Nature of the personal data affected**

Civil status: last name, first name, nationality

Contact information: postal address (if any), email address

Data relating to economic information: amount and number of the booking

Payment card details (bookings prior to August 2017)

Others: concerned hotel, check-in and check-out dates

- **Approximate number of records impacted by the data breach**

Please refer to the list the impacted customers at your hotel, available in the DATA PROCESSOR SPA Back-Office.

- **Categories of individuals impacted by the data breach**

customers

- **Approximate number of individuals impacted by the data breach**

Please refer to the list the impacted customers at your hotel, available in the DATA PROCESSOR SPA Back-Office.

- **Existing safety/security measures in place before the data breach**

DATA PROCESSOR SPA complies with the best practices adopted in the software industry and with the main standards such as PCI DSS.

- **Technical and organisational measures applied to the data processing post breach**

DATA PROCESSOR SPA immediately eradicated the vulnerability and took steps to prevent this incident from recurring and to mitigate any negative consequences: implementing higher security standards, changing passwords on our systems, and so on.