

To Whom It May Concern,

July 2, 2018

GRANVISTA Hotels & Resorts Co., Ltd.
President, Sadanori Suda

Correction: Personal Information Breach of Customers
With Booking Through Our Foreign-Language Official Websites

We reported on our website on June 27 the data security incident (“incident”) detected at Fastbooking Japan (<http://www.fastbooking.com/>): customers’ personal information has been compromised in the incident. On June 28, Firstbooking Japan informed us that the information they previously provided us was incorrect and accordingly we hereby make corrections.

Please accept once again our most sincere apology for any inconvenience and concerns that the correction may have caused.

We sent the notice to all the customers affected by this correction. We also reported the correction to Personal Information Protection Commission in Japan as well as the regulatory authority in France where the headquarters of Fastbooking is located.

The correction this time is as follows:

Note: the corrections are underlined.

Summary of Incident

Customers’ personal information was breached.

Scope:

Personal Information of the customers who made a reservation on the foreign-language sites within the official websites of GRANVISTA Hotels & Resorts between May 1, 2017 and June 20, 2018.

The personal information of the customers who made hotel and or restaurant reservations on our Japanese-language websites was not compromised.

The Information Breached:

First and last names, phone number (previously not included), email address, nationality, address, name of the hotel, check-in and check-out dates, amount on reservation, and confirmation numbers.

Any credit card information (name on credit card, credit card number, expiration date, and security code) was not breached.

The Number of Reservations Affected:

3,973 reservations (previously 3,421 reservations)

■ Hotel List

- Sapporo Grand Hotel
- Sapporo Park Hotel
- Ginza Grand Hotel
- Hotel Intergate Kyoto Shijo Shinmachi
- Hotel Intergate Tokyo Kyobashi
- Kamogawa Seaworld Hotel
- Shiraraso Grand Hotel
- Hotel the Lutheran
- Hotel Osaka Bay Tower, closed operation on March 28, 2018 (previously not included)
- Shogetsu Grand Hotel, operated by us until May 30, 2018 (previously not included)
- Kurobe Kanko Hotel, operated by us until May 31, 2018 (previously not included)

■If you have any questions or concerns, please reach us at

<https://www.granvista.co.jp/english/form/privacy/form.cgi>.