

July 25, 2018

(News Release)

Mitsui Fudosan Hotel Management Co., Ltd.

**Notice and apology regarding the Leakage of Customers' Personal Information
Hotel the Celestine Tokyo Shiba.**

Mitsui Fudosan Hotel Management Co., Ltd, has found that some personal information to be input into our English website of Hotel the Celestine Tokyo Shiba, formerly named as the Celestine Hotel, from May 1st to September 28th, 2017 inclusive, was leaked as a result of unauthorized access to the server for our reservations system. Management of our English website was outsourced to "Fastbooking Japan Co.,Ltd". However, there has been a breach on the server owned by its parent company, France-based "Fastbooking".

We tender our deepest apologies to our guests affected for the concern and inconvenience this has caused, and also would like to deeply apologize for the report of detection being late.

As for the leakage of your personal information, we confirmed that it occurred by the breach of data left in the server which belongs to Fastbooking, not having been deleted even after the termination of a contract. We had already terminated its contract with Fastbooking on October 14, 2017 for the rebranding.

In terms of damage confirmed to date, 118 cases have been found. The leaked personal information does not include home address or credit card information. In addition, we have not confirmed any damage or abuse of personal information caused by the leakage.

In addition, please rest assured that there is no other possible leakage of personal data other than the Celestine Hotel.

We will continue to make concerned effort for further improvement of system security and also strive to enhance its internal control, going forward.

This matter has been reported to the Personal Information Protection Commission.

Details are as follows.

1. Leakage of period and contents of personal information

Target*	Period	leakage information	number of cases
1 Hotel	May 1 st - September 28 th , 2017	Name, Nationality, Phone number, E-mail address, Total Amount of reservation, Reservation number, Check in date, Check out date	118 cases

*Guests who reserved the Celestine Hotel on our official English website during this period are affected.

The leaked information does not include your home address or credit card information.

2. Reason

It was caused by an illegal access by a third party to the server owned by Fastbooking.

3. Notification for guests

Today, On July 25th, Mitsui Fudosan Hotel Management Co., Ltd., sent out E-Mail with apology and notification to the affected customers individually, and put on our official website.

4. Further measures

Our contract with Fast Booking Japan Co., Ltd. has already been terminated. We asked the company to delete all personal data securely and confirm completion. Also, we will reconfirm and thoroughly review the management system of personal information and the security of our company.

5. Response to customers

We have set up a hotline dedicated to this issue, operating since today.

e-Mail Hotline for guest inquires:

Mitsui Fudosan Hotel Management Co., Ltd., Guest Center

• e-Mail: mgh-guestcenter@gardenhotels.co.jp