

December 4, 2020
ORIX Hotel Management Corporation

Notice of Guest Information Lost from Hundred Stay Tokyo Shinjuku and Apology

Recently, it was discovered that the personal information of guests who made reservations or stayed at the Hundred Stay Tokyo Shinjuku (Shinjuku-ku, Tokyo) operated by ORIX Hotel Management (Minato-ku, Tokyo; President Takaaki Nitanaï) may have been lost. Since the possibility that the server storing this data was improperly removed from the hotel premises cannot be ruled out, Hundred Stay Tokyo Shinjuku has filed a damage report with the police and is investigating the situation.

Hundred Stay Tokyo Shinjuku would like to express its sincerest apologies for the inconvenience and anxiety caused to guests and other related parties.

The following is a report of the facts of this incident that have been discovered to date and an outline of measures taken to address the situation.

1. Background

On December 2, Hundred Stay Tokyo Shinjuku discovered that personal information for approximately 209,000 guests was missing. The server containing this information had been stored onsite in the hotel's machinery room after the data was transferred to a new system in February 2018. During an inventory of company assets, Hundred Stay Tokyo Shinjuku was unable to confirm the location of this server. It was determined that this could lead to an external leak of guest information. An internal team was established to research the matter, and is conducting a thorough investigation.

At of this time, Hundred Stay Tokyo Shinjuku has not received any contact or inquiries regarding illegal use of guest information, nor have there been any reports of guests having been affected.

2. Personal information stored on the server

A list of guest information stored on the server follows. Guest credit card numbers and passport data were not stored on the affected server.

- Number of cases: 209,000 (102,606 cases where only name was recorded)
- Dates: Personal information from guests making reservations and/or staying at the hotel from July 14, 2010 to February 2, 2018.
- Stored information: Name, address, telephone number, fax number, e-mail address,

gender, date of birth, etc.

3. Investigation into cause of loss

To quickly identify how the server was lost, Hundred Stay Tokyo Shinjuku will work to fully clarify the circumstances behind the incident.

4. Contact information

ORIX Hotel Management and Hundred Stay Tokyo Shinjuku ask guests to be on the lookout for direct mailings, fraudulent telephone calls, or other possible contact from parties impersonating Hundred Stay Tokyo Shinjuku.

For inquiries or issues related to this matter, please contact us at the following telephone number.

[Contact Points for Customer Inquiries]

Telephone number: +81-3-6890-9100

Hours: 09:00 to 19:00 (open weekdays, weekends & holidays)

5. Future information disclosure

Please know that Hundred Stay Tokyo Shinjuku takes this situation very seriously and will take stringent measures to securely manage guest information to prevent a future recurrence. Should any new relevant information come to light, it will be announced in a timely manner.