

日期: 21/10/2021

致尊貴的客戶：

本公司近日收到我們僱用的數碼營銷代理公司（“代理公司”）通知，其網絡系統最近被第三方軟件攻擊（“事件”）。

本公司獲悉，代理公司已就事件向香港警務處、香港電腦保安事故協調中心及香港個人資料私隱專員公署報告。在網絡安全專家的協助下，代理公司仍在調查事件，並確認事件不涉及客戶的信用卡資料及密碼。在現階段並沒有證據顯示本公司客戶的個人資料被洩露或未經授權發布或被不正當使用。

本公司非常重視保護您的個人資料，正與代理公司密切跟進，並會優先處理有關的工作。

歐洲坊控股有限公司

Date: 21 October 2021

Dear Valued Customer,

We have been notified by our digital marketing agency (the “Agency”) that its network system was attacked by a third party recently (the “Incident”).

To our understanding, the Agency has already made a report on the Incident to the Hong Kong Police Force, the HKCERT (Hong Kong Computer Emergency Response Team Coordination Centre) and the Office of the Privacy Commissioner for Personal Data Hong Kong. The Agency, with the assistance of a cyber-security specialist, is still investigating into the Incident and has confirmed that no customers’ credit card information nor password is involved. At this stage, there is **no evidence that any personal data of our customers have been leaked or published without authorization or misused.**

To us, protecting your personal data is of utmost importance. We are following up closely with the Agency, and the relevant work is our top priority.

Yours faithfully,

Europe Group Holdings Limited