

NOTICE OF UNAUTHORIZED ACCESS TO THE RESERVATION SYSTEM

Dear valued guests,

This notice is to inform you of the incident that RIHGA Royal Gran Okinawa reservation system in English, Simplified Chinese, Traditional Chinese, and Korean languages have been impacted by an unauthorized access and resulted in an unauthorized acquisition of your personal information.

We sincerely apologize to those who may have been affected and we have taken a necessary step, as regulated in Japan, to report to Personal Information Protection Commission Japan of this incident.

We have learned that Fastbooking in France which is a parent company of Fastbooking Japan, the reservation system provider and operator of RIHGA Royal Gran Okinawa for our foreign language guests, had an unauthorized access. Please be informed that misuse of your personal information by this incident has not been reported to us as of now.

For your reference, reservation system in Japan and/or those who have made reservations from Japanese Website have not been affected through this incident.

The information provided by Fastbooking Japan so far indicates that total of 198 personal data of full name, nationality, zip code, home address, contact number, email address, booked price, booking number, booked hotel name, check-in date, and check-out date, from May 2017 to June 2018, had an unauthorized access or acquisition.

We will continue to work diligently to address this issue and to try to obtain all necessary information from Fastbooking Japan. All necessary information which we have obtained from this incident shall be shared with our valued guests in a timely manner.

Please contact :

RIHGA Royal Gran Okinawa

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