



January 24, 2023

To Whom It May Concern,

Company name	Adastria Co., Ltd.
Representative	Osamu Kimura, Representative Director and President (Securities code: 2685 TSE Prime Market)
Inquiries	Itsuo Iwakoshi, Senior Vice President, Head of Corporate Planning Office (TEL:03-5466-2060)

Regarding Unauthorized Access to Company Servers
Notice and Apology Concerning Possible Leakage of Customer Personal Information

As announced on our corporate website on January 19, 2023, under Regarding Unauthorized Access to Company Servers*, we must unfortunately recognize the possibility that certain customer personal information may have been leaked in connection with unauthorized access to our servers. However, we have not confirmed the actual leakage of customer information related to this matter at this time. We apologize sincerely for any inconvenience and concern this may cause our customers and other related parties.

Herein is our report the facts currently known.

*See Regarding Unauthorized Access to Company Servers (Japanese only)

<https://www.adastria.co.jp/news/notice/entry-15640/>

1. Background

Early on the morning of January 18, 2023, we confirmed that certain internal business system servers, etc., (“Servers”, below) had been accessed illegally by an outside third party. Immediately after confirming the incident, we took measures to prevent the spread of damage, including shutting down our network and our internal business systems. The Dot-ST e-commerce server was not affected by this unauthorized access. However, we shut down our logistics systems and operations of the Dot-ST online store.

We established a task force later on the morning of the same day. With the cooperation of specialized outside agencies, we began to identify the extent of the impact related to this incident. We investigated the cause and intrusion route, and we began restoration work, etc. We consulted with the police in the afternoon of the same day.

While we have not confirmed information leakage at this time, we cannot rule out completely that certain

customer personal information stored on Servers has leaked. We submitted a report on this matter to the Personal Information Protection Commission.

2. Details of Personal Information Potentially Leaked as of January 24

A total of 1,044,175 customers potentially affected

(name, address, telephone number, e-mail address, and member identification number)

1) Certain customers who received or will receive Dot-ST products between July 2022 and January 2023.

2) Certain customers who applied for in-store pickup or home delivery service between April 2021 and January 2023.

3) Certain customers who purchased at Dot-ST between August 2019 and September 2019.

(1) and 2) were includes customers who ordered or applied for said service before January 18, 2023.)

*** Payment information, including credit card information, was not included.**

*** The membership identification number in question is a control number used internally. Dot-ST log-in information (member IDs and passwords set by customers themselves) are not stored on Servers and are not included in the information subject to potential leakage.**

3. Actions to be Taken for Affected Individuals

We are in the process of contacting individuals who may have been affected by this incident. We are making contact via e-mail and regular mail.

In addition, the following contact points will be available to respond to inquiries.

Customer Inquiries

- Toll-free number: 0120-497-585

(Hours: 10:00-19:00, including Saturdays, Sundays, and national holidays)

- Inquiry form(Japanese only): <https://support.dot-st.com/hc/ja/requests/new>

* Due to the high volume of calls, it may be difficult to contact a representative. If you are unable to reach us, please try again later. We apologize for the inconvenience.

4. Current Status and Dot-ST Online Store

We completed the build of a secure environment and resumed operations for all suspended internal business systems. We recommenced logistics systems for the Dot-ST online store and confirmed the security of the site. We will recommence operations of the website within a few days.

5. Future Responses and Measures to Prevent Recurrence

We will continue to work with specialized external agencies to determine the cause and route of the leakage. We are investigating the potential leakage of information, and we intend to contact all affected parties. While we have taken the necessary measures to reopen .st, we will continue to strengthen our security and monitoring systems to prevent recurrence and ensure customers use our services with even greater peace of

mind.

6. Impact on Business Performance

At this time, we have made no changes to earnings forecasts or other matters related to this incident. The company will promptly disclose any matters that arise in the future that require disclosure.

We will also promptly announce any new matters to be reported as a result of further detailed investigations into this matter. We apologize sincerely again for any inconvenience and concern this may cause our customers and other related parties.

For inquiries regarding this matter, please contact the following contact

【Customer Inquiries】

• Toll-free number: 0120-497-585

(Hours: 10:00-19:00, including Saturdays, Sundays, and national holidays)

• Contact Form

<https://support.dotst.com/hc/ja/requests/new>

【Media Inquiries】

• Adastria Public Relations Department 03-5466-2050