

Detail Information

First Incident: Unencrypted personal data

Affected Period: May 1, 2017 to June 19, 2018

Information: Full name, nationality, zip/postal code, address, e-mail address, booking price, booking number, hotel name, check-in date, and check-out date

Affected site: Multilingual online booking system(English, Chinese, Korean)

※Our Japanese online booking system uses a different system and server from that of the multilingual system and has not been affected.

	Hotel	Number of case
WHG Business	Fujita Kanko Washington Hotel Asahikawa	34
	Aomori Washington Hotel	103
	Hachinohe Washington Hotel	5
	Sendai Washington Hotel	131
	Urawa Washington Hotel	118
	Chiba Washington Hotel	19
	Kisarazu Washington Hotel	13
	Akihabara Washington Hotel	1,141
	Shinjuku Washington Hotel Main Building	2,548
	Shinjuku Washington Hotel Annex Building	594
	Tokyo Bay Ariake Washington Hotel	1,086
	Yokohama Isezakicho Washington Hotel	110
	Yokohama Sakuragicho Washington Hotel	244
	Kansai Airport Washington Hotel	718
	Hiroshima Washington Hotel	140
	Canal City Fukuoka Washington Hotel	589
	Nagasaki Washington Hotel	17
	Sasebo Washington Hotel	216
	Hotel Gracery Sapporo	674
	Hotel Gracery Asakusa	6
	Hotel Gracery Ginza	580
	Hotel Gracery Tamachi	223
	Hotel Gracery Shinjuku	3,843
Hotel Gracery Kyoto Sanjo	416	
Hotel Gracery Naha	525	
Hotel Fujita Nara	157	
Hotel Green Tower Makuhari ※1	8	
Resort Business	Ito Kowakien	1
	Yufuin Ryokuyu	53
Luxury & Banquet Business	Hotel Chinzanso Tokyo ※2	255
Total		14,567

※1 Fujita Kanko Group partner's hotel

※2 The foreign language reservation site of Hotel Chinzanso Tokyo introduces the other system from March, 2018

Second Incident: Encrypted information

Affected Period: In or before August 2017(start date unknown)

Information: Full name, credit card number, credit card expiration date, and account name

Affected site: Multilingual online booking system(English, Chinese, Korean)

※Our Japanese online booking system uses a different system and server from that of the multilingual system and has not been affected.

	Hotel	Number of case
WHG Business	Shinjuku Washington Hotel Main Building	5,134
	Shinjuku Washington Hotel Annex Building	2,260
	Yokohama Isezakicho Washington Hotel	1,152
	Yokohama Sakuragicho Washington Hotel	1,636
	Nagasaki Washington Hotel	73
Luxury & Banquet Business	Hotel Chinzanso Tokyo ※3	648
Total		10,903

※3 The foreign language reservation site of Hotel Chinzanso Tokyo introduces the other system from March, 2018