

To Whom It May Concern

January 16, 2026
Fujita Kanko INC.

【Apology and Notice】 Regarding Leakage of Customer Information

We regret to inform you of the results of our investigation into the leakage of information for certain customers who made reservations for Hotel Gracery Asakusa (hereinafter “the Facility”), operated by Fujita Kanko INC. (Head Office: Bunkyo-ku, Tokyo; President & CEO: Shinsuke Yamashita; hereinafter “the Company”).

We sincerely apologize for the considerable inconvenience and concern this incident has caused our customers and all parties involved.

Incident summary

On Friday, November 21, 2025, an overseas online reservation site (hereinafter “the reservation site”) suffered unauthorized access. It has been confirmed that cyber attackers logged into the reservation site without authorization and that personal information of some customers was compromised.(*1)

*1 Notice dated November 25, 2025

<https://www.fujita-kanko.co.jp/sub/wp-content/uploads/2025/11/201f26906e853137c30727b45872e24b.pdf>

Information leaked or potentially leaked

Scope: Customers who made reservation applications for the Facility via the reservation site between November 19, 2024 and November 20, 2025

Data items: names, telephone numbers, nationalities, and reservation-related information.(*2)

We have confirmed that addresses, e-mail addresses, and credit card information were not leaked.

*2 Reservation-related information: reservation date, reservation number, check-in date, check-out date, reservation status, number of rooms, number of guests, children's ages, rates, purpose of stay, device used to make the reservation, room type, length of stay, payment method (choice between payment at the hotel or prepayment by credit card — note that credit card details are not included), and message history exchanged between the customer and the Facility via the reservation site system.

Our response

We have completed contacting and offering explanations and apologies to all customers within the scope described above.

Today we have submitted a final report to the Personal Information Protection Commission. We will strengthen information security measures and further enhance employee training to prevent recurrence and restore trust.

We once again offer our deepest apologies to our customers and all parties concerned for the inconvenience and concern caused by this matter.

Contact Information

For inquiries regarding this matter, please contact the following:

Customer Service Desk

FUJITA KANKO INC.

Email: info@gracery-asakusa.com