



Yellow Hat



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Apology and Notice Concerning Leakage of Personal Information Due to Unauthorized Access at Yellow Hat

Regarding the "Notice Concerning Potential Leakage of Personal Information Due to Unauthorized Access at Yellow Hat" announced on August 28, 2026, Yellow Hat Ltd. (the "Company") has compiled the investigation results by a third-party investigative organization and recurrence prevention measures, and hereby reports them as follows.

The Company sincerely apologizes once again for the considerable concern and inconvenience this has caused to our customers and all related parties.

1. Overview and Results of the Investigation

A forensic investigation* of the "Yellow Hat WEB Work Reservation System" (hereinafter the "System") and access logs was conducted by a third-party investigative organization, and the determination of the cause and the identification of the scope of the impact have been completed.

As a result of the investigation, it has been confirmed that some customer data was leaked to an external party due to unauthorized intrusion into the System.

Furthermore, following the detection of unauthorized access on August 19, the Company promptly disconnected and suspended the System, and has resumed operation after implementing security enhancements and system modifications.

*Forensic investigation: An investigation to elucidate the full picture and cause of an incident by analyzing logs and data remaining in electronic devices.

(1) Number of leaked data records

1,797,124 individuals (Yellow Hat members)

*The actual number of leaked records has been identified through log analysis, down from the first report (maximum of 1,801,499 individuals).

(2) Leaked items

Name, address, date of birth, gender, phone number, email address, membership number, login ID, and password (in an irrecoverable state).

*Additional leakage of addresses, dates of birth, genders, login IDs, and passwords (in an irrecoverable state) was confirmed from the time of the first report.

[Supplementary Information]

Password security measures: Passwords are stored in an irrecoverable state, and there is no risk of unauthorized use of accounts using this information.

Credit card information: The System does not retain or handle credit card information. Payments at stores and the EC site also utilize external systems; therefore, there is no leakage of credit card information.

2. Response to and Request for Customers

The Company has completed sending notices and apologies to the affected customers via website, email, mail, phone calls, etc. In addition, the dedicated consultation desk will continue to handle questions and consultations.

In the unlikely event that you receive an unfamiliar or suspicious email or SMS, we strongly request that you exercise ample caution and refrain from accessing any URLs (links) or opening any attached files within the text to prevent damage.

3. Recurrence Prevention

The effectiveness of the implemented security enhancements and system modifications has been confirmed through verification by the third-party investigative organization. The Company will continue to conduct regular vulnerability assessments and strive to maintain the safety of the system in the future.

4. Contact Information

Yellow Hat Ltd. Dedicated Consultation Desk

Phone Number: 0120-405-092 (Toll-free in Japan)

Reception hours: 10:00 to 19:00 (weekdays only)

5. Future Outlook

The response and countermeasure costs associated with this matter are not expected to have a significant impact on the Company's financial results.

Although the submission of the final report to the Personal Information Protection Commission has been completed, the Company will continue to fully cooperate with the investigations of the Commission and the relevant police authorities.