

September 15, 2023
Mazda Motor Corporation

Apology and Notification Regarding Possible Leakage of Personal Information Due to Unauthorized Access

We regret to inform you that there has recently been discovered our server was illegally accessed by an external attacker and that some of the personal information managed by our company may have been leaked to the external parties. Please note that no customer personal information is stored on the server that was illegally accessed and has not been leaked.

We deeply apologize for any inconvenience and concern this incident may cause to those involved.

We are currently continuing our investigation, and we would like to report the facts known at this time and our company's response as follows.

[Summary]

On Monday, July 24, 2023, we detected unauthorized communications via our server equipment and immediately took the necessary measures, including disconnecting the server equipment from the network. Subsequently, an investigation by a third-party organization (an external security specialist) confirmed evidence of unauthorized access to the system (directory server) that manages our system's account information, etc., and it was discovered that some personal information may have been leaked to the external parties.

[Personal information that may have leaked]

The following account information for employees of our company and group companies, employees of subcontractors, and our business partners.

(104,732 cases)

- User ID issued by our company
- Password (encrypted value)
- Name (Kanji, Roman alphabet)
- E-mail address
- Company name
- Department, Title
- Phone number

Although it has not been confirmed at this time, there is a possibility that phishing e-mails or spam e-mails may be sent to you in the future using your personal information. If you receive a suspicious e-mail, please handle with caution.

[Cause]

As a result of investigation by external security experts, it was determined that the unauthorized access was the exploit of a vulnerability in an application server installed at our company.

[Our Response]

Upon learning of this incident, we disabled the ID used for the unauthorized access, shut down the server, and conducted a forensic investigation by an external security expert. In the course of the investigation conducted by external security experts, it took time to ascertain the extent of the impact, and we apologize for the delay in this announcement. We have already reported this matter to the police and made the necessary report to the Personal Information Protection Committee, and we are working with the relevant organizations to confirm the facts and take appropriate measures with the cooperation of external security experts. Furthermore, we take this incident very seriously and will take all possible measures to prevent a recurrence, such as improving our security system and strengthening the monitoring system for all websites and networks.

We deeply apologize for any inconvenience and concern this incident may cause to those involved.

For further inquiries regarding the incident, please contact:

URL of the inquiry form <https://mag.mazda.jp/enq/pub/common/svaccingen>

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