

## PRECAUTIONARY GUEST INFORMATION

- On 14.08.2024 we were the victim of a ransomware attack.
- Parts of our systems and the customer data they contain were potentially exposed to unauthorised access.
- The vulnerability was identified and immediately closed.
- We are currently investigating what, if any, data was stolen.

The Hotel Continental Park has learned that Attackers unknown at the moment have gained access to some of its IT systems by exploiting a security vulnerability. This may have allowed access to some customer data. The personal data of the hotel and its guests was compromised. There are currently no indications that the access was used to misuse customer data. Nevertheless, we would like to inform you of this as a precautionary measure.

The categories of data affected are not yet reliably known. In particular, it is unknown whether data was stolen from our systems.

As a result of the unauthorised intrusion into our IT systems, we have filed a criminal complaint with the Lucerne Public Prosecutor's Office for cybercrime and informed the Swiss Federal Data Protection Commissioner and the supervisory authorities of the European countries about the incident. We are working with our forensic experts, our law firm and the authorities to resolve the matter as quickly as possible.

Our IT experts have identified and closed the security vulnerability in the system. The data involved in the attack was not freely accessible on the internet, but was only possible through a targeted attack on one of our systems. The investigation is ongoing.

The security of your information is very important to us. We regret this attack on our systems and your data.

Do you have any questions? Below are some frequently asked questions. If you have any further questions, you can contact us.

### **What has happened?**

A data breach occurred at the Hotel Continental Park on 14.08.2024 : The company learned that an unknown perpetrator had gained access to part of the hotel's IT systems by exploiting a security vulnerability. This gave the perpetrators access to some of the data and encrypted it. The data was recovered. At the moment it is unclear whether any data was stolen.

### **How much data is affected?**

The exact scope of the data affected is not yet clear. Potentially over 100GB of data is affected, including numerous system files with no personal details.

### **Which data is affected?**

Personal data of the hotel and guests are affected by encryption. This includes master data such as address, telephone number, e-mail addresses, etc., but also individual passport data, data on wages, payments, bank details, means of payment, etc.

It is unclear at this time what, if any, data was affected by possible theft of data, and the matter is being investigated intensively.

### **Is the data breach a local (Swiss), European or global incident?**

The majority of the potentially affected data is hotel guest and employee data. The data was only held locally in Switzerland.



**What measures has the hotel taken against ransomware attacks?**

We take the protection of the personal data we process very seriously. We have installed state-of-the-art security measures against ransomware attacks and have also positioned ourselves in such a way that we can react immediately and to the extent necessary - as in the current case.

**What have you done to resolve the security breach?**

After the cyberattack, we not only immediately closed the security vulnerability to the data, but also took the precaution of checking all security components, renewing the access keys and also making our systems and processes for handling the backup settings more secure with additional control loops.

**Which authorities were involved?**

We have filed a criminal complaint with the competent public prosecutor's office for cyber offences in Lucerne and informed the Federal Data Protection Commissioner and the supervisory authorities of European countries about the incident. We are working closely with the authorities to forensically investigate the incident and take any further necessary measures.

**Is your data safe with your hotel?**

Yes, data security is important to us and we do everything we can to ensure the protection of customer data. We have installed state-of-the-art security measures against ransomware attacks and have also positioned ourselves in such a way that we can react immediately - as in the current case. Not only did we immediately close access to the data, but we also took the precaution of checking all security components, renewing access keys and making our systems and processes more secure by introducing additional control loops.

**Is there a risk for the guests whose data was accessible?**

Although we have no indication that data has been misused or stolen at the moment, we would like to inform you as a precaution that data may have fallen into the wrong hands.

We urge you to be particularly cautious when dealing with suspicious emails, especially if they ask you to open attachments or disclose passwords. Our hotel, any banks or other professional companies do not ask for security-sensitive information in emails. As a precaution, please nevertheless check your bank statements so that you can react to any irregularities.

**Who can I contact if I have any questions?**

You can reach us via this [contact form](#). Our contact person in this regard: Stefan Gareis, COO ([sgareis@continental.ch](mailto:sgareis@continental.ch)).

**What data is stored and for how long it is stored?**

Information about which data is stored can be found in our privacy policy.

In addition to the statutory retention obligations, the storage period is based, for example, on the processing of service contracts with our customers and any resulting claims. Statutory retention periods must be observed for certain data.

**Who is responsible for data processing and who can I contact?**

Hotel Continental Luzern AG is responsible. Operator of the hotel Continental Park in Lucerne, Murbacherstrasse 4, 6002 Luzern, Telefon +41 (0)41 228 90 50, [hotel@continental.ch](mailto:hotel@continental.ch).

