

June 6, 2023

To Relevant Parties

Information Services International-Dentsu, Ltd.

Concerning Possible Leak of Personal Information Due to Unauthorized Access to Internal Server

Information Services International-Dentsu, Ltd. (hereinafter “ISID”) has confirmed the possibility of a leak of certain types of personal information, which ISID stores and handles, due to unauthorized access to the remote access equipment by attacker from outsides. ISID offers its sincerest apologies to all affected parties for any inconvenience or concern that this highly regrettable incident may have caused.

Details of the Incident

An external attack on remote access equipment used by ISID and its Group companies was detected on May 9. In response, ISID immediately contacted the vendor of said remote access equipment as well as a vendor specializing in cyber security and implemented the necessary countermeasures on the same day.

A subsequent investigation found evidence of unauthorized access to ISID’s account management system (directory server), thus confirming the possibility of a leak of certain types of personal information.

Unauthorized access to servers other than the one in this system had not been confirmed as of June 6. Should any other related matters be discovered, ISID will disclose them on its website.

The following three categories of personal information, totaling 13,706 data items, may have been leaked.

1. ISID and Group company employee account information

- A total of 3,413 items pertaining to ISID and Group company employees
 - User IDs issued to employees by ISID and its Group companies
 - Email addresses issued by ISID and its Group companies
 - Names written in Japanese characters
 - Names written using the Latin alphabet
 - The names of departments
 - Organization codes to which employees have been assigned
 - Codes assigned to employees

2. Account information of employees of development partners of ISID and its Group companies

- A total of 4,665 items of development company employees
 - User IDs issued to development partner employees by ISID and its Group companies
 - Email addresses issued to development partner employees by ISID and its Group companies
 - Development partner employees’ names written in Japanese characters
 - Development partner employees’ names written using the Latin alphabet
 - Company name of development partners
 - Codes assigned to development partner employees by ISID and its Group companies

3. Email addresses of clients and business partners registered within group addresses managed by ISiD
- A total of 5,628 items of client and business partner data

Note: Since email addresses are the only information recorded in the ISiD's account management system (directory server), there is no possibility that any other related information was leaked.

ISiD Response

- (1) Informed individuals whose personal information may have been leaked

On June 2, ISiD sent emails to all individuals whose personal information may have been leaked to inform them of the details of the incident.

- (2) Reported to relevant organizations and government agencies

On May 16, ISiD reported details of the incident to the Personal Information Protection Commission and the Japan Information Technology Services Industry Association.

Inquiries Pertaining to This Incident

Information Security Committee Secretariat

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