



## **STATEMENT FROM BUCHBINDER Regensburg / Duisburg - 2020, January 25<sup>th</sup>**

As reported in the German press this week, we have been alerted that the misconfiguration of a server led to an exposure of personal data of a wide array of our customers. Amongst these data accessible through this misconfiguration were notably car rental contracts, names, email addresses, phone numbers and postal addresses.

The exposure we have been alerted on has been sealed as of January, Monday 20<sup>th</sup>.

We sincerely apologize to all our customers and we are committed to take all necessary technical and organizational actions to achieve the level of data protection and security that we owe them. We have already mandated best-in-class data security experts to help us investigating and assessing further, so as to enhance the level of our defense and cybersecurity system.

### **Media contact**

Wigan Salazar, MSL Germany  
[wigan.salazar@mslgroup.com](mailto:wigan.salazar@mslgroup.com)

### **Notification under article 34 of the GDPR**

*In compliance with the General Data Protection Regulation, we have to inform about this data breach. This breach concerns our customers' identity, contact details (including email and physical addresses), information about their rentals (including driver's license details), as well as damages or accidents raised during the rental. Documents linked to damages and accidents (including persons involved) were also attached to the database. These documents could contain providers' bank information like bank account number, notably for car maintenance and repair providers. In addition, names, logins and passwords of Buchbinder employees were also stored in.*

*This data breach might potentially have consequences for persons affected: in particular, they could receive unsolicited or phishing emails, some information about them could be exposed and used by malicious persons to perform identity theft.*

*In order to remedy and mitigate the consequences of this data breach, we have taken the following measures: we have notified the competent Data Protection Authority, reconfigured the server to prevent any access to the database, scanned all the systems in prevention of any vulnerability, put in place the relevant security measures and mandated data security experts to help us prevent any other incident.*

*All Buchbinder customers willing to ask questions or make requests regarding their personal data can send us an email at [datenschutz@buchbinder.de](mailto:datenschutz@buchbinder.de)*