



MEDIA STATEMENT RELATING TO GOLDHEART'S SECURITY INCIDENT

At Goldheart we are deeply committed to protecting the personal information and privacy of all our customers.

On 24 May 2023, we discovered that our e-commerce website had been compromised due to illegal access. Our dedicated team immediately launched a thorough investigation and discovered that personal information of close to 42,000 customers had been compromised. We can confirm from our investigation that personal information from November 2022 onwards has not been compromised.

We took immediate steps to mitigate any further illegal access by suspending our e-commerce website, securing our systems, and working with cyber security experts and relevant authorities. Our top priority is to protect the data of our customers and prevent any further unauthorised access.

Forensic analysis has, to date, identified that personal data was compromised due to illegal and suspicious activities from an external party who has targeted our e-commerce website. The ongoing investigation has indicated that the unauthorised access was solely limited to the affected data containing the following (or partial) personal information:

- Name
- Address
- Email address
- Date of birth
- Phone number

We have notified the Personal Data Protection Commissioner and have reported the incident to the police. All affected customers have also been notified of the incident.

We can confirm that no other data has been compromised. In particular, financial data such as credit card information or passwords have not been accessed or retrieved by hackers. Due to the nature of the compromised data, we believe there is limited risk of fraudulent activity for those affected. That said, we have asked all affected customers to take all necessary precautions, including ensuring that emails received are from legitimate senders and to review email links carefully.

We take this incident very seriously and are collaborating closely with the authorities. We would like to emphasise our commitment in protecting personal data in the course of our business operations and are diligently enhancing our security measures as well as implementing further safeguards to prevent similar incidents in the future.

For media inquiries or further information, please contact:

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