

Notification of Data Security Incident

Important Information for Affected Individuals

The Goscor Group values the privacy and security of our customers' information, and we are committed to safeguarding your data. We regret to inform you that we have experienced a data security incident affecting certain personal information. We take the security and privacy of your data seriously and are and remain committed to transparency.

What Happened

On Thursday, November 28th, 2024, our encrypted data backup tapes were stolen. The compromised data was encrypted using AES 256-bit encryption, which is considered secure and virtually unbreakable.

What Information Was Involved

The stolen data may include:

1. **Employee Information:** Names, contact details, identification numbers, and potentially scanned personal documents.
2. **Customer or Client Information:** Contact details, correspondence, and signed agreements.
3. **Payroll Data:** Financial details (e.g., banking details, salaries, tax reference numbers) and confidential HR data (e.g., leave records, bonuses) of staff.
4. **Other Structured Data:** Personal identifiers such as names and linked information.

Please note, the data was stored on secure backup tapes, and there is no current evidence that this data has been accessed or misused. However, we are treating the matter with the utmost seriousness.

What We Are Doing

We have taken immediate steps to contain and investigate the incident, including resetting the encryption keys on our environment which allows for the tapes to be read, rendering the devices unreadable even on our platform. Access to our backup and restore environments has also been revised and passwords have been reset. We have notified the Information Regulator, as well as other relevant authorities in compliance with South African privacy laws, including the Protection of Personal Information Act (POPIA).

What You Can Do

We recommend that you:

1. Remain vigilant for any unusual or suspicious communications.
2. Monitor your accounts and credit reports.
3. Be cautious of phishing attempts.
4. Avoid sharing sensitive information via email or phone unless you are sure of the recipient.

If you suspect fraudulent activity or have any concerns, please contact our customer support team immediately.

Contact Us

For more information or assistance, please reach out to us at:

- **Email:** ithelpdesk@goscor.co.za
- **Phone:** 011230 2600

We deeply regret this incident and any inconvenience it may cause. Please rest assured we are doing everything possible to protect your information and prevent such events in the future.

Sincerely,



Wendy Massangaie

Legal & Compliance Executive