



Travala Pte. Ltd.
(UEN: 202339229N)
160 Robinson Road, #14-04
Singapore Business Federation Center
Singapore 068914

Date: July 2026

Important Notice: a security incident has affected your personal data

Dear Sir / Mdm,

At Travala, we actively monitor our systems to ensure customer information is only accessed when necessary and in accordance with our strict security standards. We recently detected improper access to some customer information. This included information related to your account. This information did not include seed phrases or any other information that would allow someone to directly access the funds in your Travala account.

We take the protection of your information seriously, and we want to explain clearly what happened, what information was involved, and the steps you can take to protect yourself.

What Happened

We recently detected improper access to, and copying of, customer personal data. Once identified, the incident was immediately contained.

We have no reason to believe that there has been any unauthorised changes to or deletion of your data, or immediate threat to your account(s).

As a precaution, we have secured the affected systems, strengthened our monitoring, and are working with external security specialists to further protect our customers. We have also notified the relevant data protection authorities, including but not limited to the Personal Data Protection Commission in Singapore.

What information was involved

Depending on the details held on your account, the information that may have been affected includes the following:

- Your name, email address, postal address, nationality, date of birth and telephone number;
- Your passport number and its expiry date;
- Your account username and your password, which is held in hashed form and not as readable text; and

- Details of any linked sign-in services, two-factor authentication, and, where applicable to your account, wallet address information.

What this may mean for you

Information of this kind can sometimes be misused, for example in phishing messages or attempts to access online accounts. We have no evidence that this has happened, but we are letting you know so that you can take a few sensible precautions.

What should you do

- Reset your Travala password, and if you use the same password on any other service, change it there too.
- Reset or re-enrol your two-factor authentication and review the third-party sign-in services linked to your account.
- Be alert to phishing. We will never ask you for your login credentials.
- Remain cautious of unsolicited calls, text messages, or emails requesting sensitive information.

How to contact us

If you have any questions, please contact our Data Protection Officer at dpo@travala.com or legal@travala.com. We are sorry for any worry or inconvenience this incident may have caused. Thank you for being a valued part of Travala.

Yours sincerely,

Will Tan

Data Protection Officer

Travala Pte. Ltd.