



## Notification of data related incident

Dear,

We are writing to let you know about a recent data breach that involved some of your personal information. This letter will explain what happened, how we have responded and what it means for you.

### What happened?

On 30<sup>th</sup> May 2024, a data breach incident had taken place within Nectar Desk company, a cloud-based call centre solution. Nectar Desk Company is a third-party vendor to GBW where we use their service for our operational purposes. GBW uses Nectar cloud storage to store details including the name, email address and mobile number of its mystery shoppers. One of these cloud storages was breached.

### What information was affected?

Based on investigation, we understand that the breached cloud storage contained details including Full Name, Email Address and Mobile Number.

### What have we done in response to the breach?

The breach has been contained immediately after we notified Nectar and it is no longer public exposure. We are working to ensure that Nectar tracks download activities to ensure the information doesn't get distributed further.

### What does this mean for you?

Some of the steps you may consider taking to protect yourself include:

- Be aware of emails and telephone calls from people requesting your personal details, (especially things like your date of birth, residential address, email address, username or passwords which are often used to verify your identity).
- Alert your financial institution so that they can implement additional monitoring and security protocols on your account.
- Closely monitor your financial statements for unauthorised transactions. If you identify a transaction you didn't make, report it immediately to your financial institution.

GBW will ensure that Nectar takes all steps necessary to resolve and remedy this incident and we will keep you updated on further developments.

If you require any further information, please do not hesitate to contact us at [ContactUS@gbw.solutions](mailto:ContactUS@gbw.solutions)

Yours sincerely,  
**Sonata GBW**