



FULL SERVICE BEVERAGE Co.

NOTIFICATION OF CYBER SECURITY BREACH ON CIRO COFFEE BOUTIQUE ECOMMERCE WEBSITE

<https://www.cirocoffeeboutique.co.za>

This notice serves to inform you about a recent cyber security breach that may have compromised your personal credit card information. We take this matter very seriously and are committed to providing you with all necessary information and support. This notice will explain what happened, how we have responded and what it means for you.

What happened and how did we respond?

- On 18 December 2023 unusual payment volumes were reported on the Ciro eCommerce website ("website") by our business team, resulting in an investigation being launched with our third-party support company, Vectra.
- On 21 December 2023, our internal security checks detected malicious script for customer credit card information collection through the CCB Payment Gateway (PayU).
- On 21 December 2023, the website:
 - was placed in maintenance and taken offline for further investigation and customer protection;
 - confirmed to have been cleared of all malicious code; and
 - access restricted until all necessary additional security measures had been implemented.
- On 22 December 2023, the website was restored to an operational state.
- All other AVI Group websites were scanned for the same malicious script but none were found.
- The compromised third-party administrator account was disabled and a password reset was forced across all administrator accounts.
- A report was compiled of all customers that transacted on the website during the time of exposure.

Root Cause.

- During the late hours of 8 and 9 December 2023, an unknown intruder gained unauthorized access to the website's administration panel. The intruder added a malicious script that would attempt to collect customer credit card information through a "spoof" version of the PayU payment gateway.
- The credentials of one of our third-party administrator accounts were exploited in this breach, which enabled the unauthorized access.
- The investigation noted that not all attempts to send customer credit card information to the intruder's server were successful, possibly due to security restrictions enforced by some browsers.

What information was affected?

Based on our investigation, if you completed or tried to complete a transaction through PayU on the website during the period from 8 December 2023 to 21 December 2023, your credit card information may have been compromised.



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What are we doing to prevent a recurrence?

We continue working with our third-party support company to improve their and our security measures to prevent a recurrence of these events.

Statutory reporting requirements.

We have, as required in terms of the Protection of Personal Information Act, 4 of 2013, reported the cyber security breach to the Information Regulator.

What does this mean for you?

You should carefully review the information that was affected by this incident and think about whether this could result in you experiencing any harm. Some of the steps you may take to protect yourself include:

- Contact your bank to discuss the potential compromise of your credit card details and what steps can be taken to implement additional monitoring and security protocols on your account.
- Closely monitor your financial statements for unauthorised transactions. If you identify a transaction that you did not make, immediately report it to your bank.
- Do a free credit check through any of the credit reporting agencies to confirm if your identity has been used to obtain credit without your knowledge.
- 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).

More information and making a complaint.

If you have any concerns about what has happened or would like further information, you can contact us on either 0861 40 40 41 or by email at customerservice@cirocoffeeboutique.co.za.

If you are not satisfied with how we have handled this incident or you have experienced some harm as a result, you can make a complaint to us in terms of the Protection of Personal Information Act, 4 of 2013, by contacting us by email at info@avi.co.za. It would be helpful if you could explain how you were affected by the breach and what you would like us to do to resolve your complaint.

If we cannot resolve your complaint, you can then make a complaint to the Office of the Information Regulator. You can find out more about how to make a complaint to the Information Regulator at <https://inforegulator.org.za>.

Yours sincerely,

Eugene vd Merwe

Eugene van der Merwe

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