



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 of the Ciro Coffee Boutique Ecommerce website ("Ecommerce Website"). **In opening it must be emphasised that no payment/card information was compromised.** Information accessed was customer's names, email addresses, telephone numbers, and addresses. 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?

- The Ecommerce Website is hosted by a third party provider. On 26 September 2026 unauthorised access was gained to the third party servers that host the Ecommerce Website by exploiting unpatched weaknesses. A password found on the server was then used to copy the customer and order database and download it to an address on the internet. This has been traced to a hosting/server-rental address in Switzerland.
- Immediately on this becoming known to Ciro on 1 October 2026 two actions were taken, namely:
(a) all passwords, keys, and access tokens on the Ecommerce Website were changed. This will necessitate all customers trying to log into the Ecommerce Website to reset their passwords; and
(b) the servers were cleaned of all malware and put behind an additional firewall.

Root Cause.

The third party provider had become aware of a weakness but had failed to timeously patch it.

What are we doing to prevent a recurrence?

Consideration is being given to what further preventative steps can be taken.

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. In particular, be aware of emails and telephone calls from people referring to past purchases made by you on the Ecommerce Website and attempting to get you to click on unverified links to make further purchases. If you wish to make a purchase on the Ecommerce Website, always enter the Ecommerce Website address through your preferred search engine and then only click on the Ecommerce Website link itself.

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.



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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>.

Morne van Rensburg

Head of AVI IT Shared Services

Johannesburg, 5 October 2026