

## Notice and apology regarding information leakage due to unauthorized access

LY Corporation has discovered that there has been unauthorized access of the company's systems by a third party (hereinafter referred to as the "incident"), leading to information leakage of users, business partners, employees and other personnel<sup>1</sup>.

Through this announcement, we would like to inform users and relevant parties about the situation and sincerely apologize for any concerns or inconvenience caused.

In addition, as explained below, we have blocked external access to the servers from our affiliate's system, which is presumed to have been the route by which our servers were accessed. As of November 27, we have received no reports of any secondary damage caused, including the misuse of information of users and business partners, but we will continue to conduct investigations and take prompt actions should necessary measures be required.

### ■ Overview of incident

This incident occurred when malware infected a PC owned by an employee of a subcontractor used by our affiliate NAVER Cloud Corporation in Korea and LY Corporation. Since NAVER Cloud Corporation and LY Corporation share an in-house system for dealing with employee and other personnel information that is managed with a common authentication system, this allowed network access into the former LINE Corporation's internal system, and thus causing an unauthorized access by a third party into our system via NAVER Cloud Corporation's system on October 9. We detected some suspicious accessing of our system on October 17 and further analyzed the situation, and came to conclusion on October 27 that there was a high possibility of unauthorized access from the outside. We are taking measures to understand the full scope of the situation and prevent it from spreading. In addition, we have been reporting to relevant ministries and agencies as appropriate.

### ■ Impact of the incident (Please refer to the appendix for further details)

As of November 27, the personal information that was confirmed leaked or potentially leaked as a result of this incident includes the following:

#### Information related to users:

- **302,569 records** of personal information about users (including 129,894 of Japanese users)  
Includes 49,751 estimates (including 15,454 of Japanese users): Service use history connected to internal identifiers<sup>2</sup> of LINE users

Among these, 22,239 records of information about communications privacy<sup>3</sup> (including 8,981 of Japanese users)  
Includes 3,573 estimates (including 31 of Japanese users)

The above details do not include information regarding bank accounts, credit cards, or chat messages in the LINE app.

#### Information related to business partners:

- **86,105 records** of personal information about business partners and others, such as business partners' email addresses, etc.
  - 86,071 records of business partners' email addresses<sup>4</sup>
  - 34 records of business partners and others' employee names, affiliations (company, department), email addresses, etc.

## Information related to employees and other personnel:

- **51,353 records** of personal information about employees and other personnel, such as names, employee ID numbers, email addresses, etc.
  - 6 records of personal information about employees and other personnel within the document management system
  - 51,347 records of personal information about employees and other personnel within the authentication system\*<sup>5</sup>
    - LY Corporation and its group companies – 30,409 records of information
    - NAVER and its group companies – 20,938 records of information

\*1 Employees and other personnel of LY Corporation and its group companies, NAVER Group companies, subcontractors, and temp agencies

\*2 This identifies users within the LINE app and is different from LINE IDs used to search for IDs when adding friends.

\*3 Information related to interactions between specific users, such as messages

\*4 Email addresses other than the domains of LY Corporation (including its group companies) included in our mailing list

\*5 Companies are categorized based on the provided systems. The count represents the number of accounts, and there may be overlap; thus, it does not align with the number of employees.

## Time of events (Japan Time)

October 9, 2023: Unauthorized access to LY Corporation's servers via our affiliate's servers

October 17, 2023: LY Corporation's security team detected suspicious access in the system and began investigating

October 27, 2023: Determined that there was a high possibility that this was an unauthorized access from the outside

Reset the passwords of employees and other personnel that may have been used for unauthorized access, and sequentially cut off access to each of our servers from our affiliated company's systems, which is presumed to have been the route for accessing our servers

October 28, 2023: Forced employees and other personnel to re-login into the company's internal system

November 27, 2023: Notifications sent to users, employees and other personnel

## ■ Notice to affected users and future policy

We are contacting users individually who we believe are at risk of secondary damage. In addition, we will individually contact our business partners and customers that we can. We are individually informing relevant users and business partners, including those who have deleted their LINE accounts, through their registered email addresses or by messages sent through the notification feature of LINE Official Account in the LINE Messenger app. Furthermore, we are providing explanations of this incident to relevant employees and other personnel as well. In addition, we will use this announcement to notify those users who could not be contacted individually.

We have taken necessary actions such as blocking external access, so there is nothing to request from relevant users, but please be careful of fraudulent messages pretending to have been sent by LY Corporation. Also, there is the potential for phishing or other types of scams, so we recommend everyone exercise caution.

In the future, LY Corporation plans to enhance network access management and separate the authentication system handling employee and other personnel information from NAVER Cloud Corporation, which is synchronized under the former LINE Corporation's in-house system. Furthermore, we will make efforts to rectify the safety management procedures for subcontractors which were the cause of the event. Additionally, concerning preventive measures, we will formulate frameworks to ensure the validity, efficacy, and objectivity of the plan, involving external enterprises.

Once again, we sincerely apologize to our users and all relevant parties for any inconvenience or concern caused. We deeply regret this incident and will make our best efforts to prevent any reoccurrence.

## ■ Inquiries regarding this matter

For any user inquiries regarding this matter, please submit your inquiry using the form below.

URL: <https://support.yahoo-net.jp/formly/s/dirlycorporateinfo>

## [Appendix]

### ■ Details of the impact of this incident

#### <Information related to users>

##### 1. 252,818 records\*<sup>1</sup> of personal information about users (including 114,440 of Japanese users)

\*Estimates are not included. Estimates are described below in "■Other Estimates"

##### (1) Information related to messages

- 57 records of reaction-related information\*<sup>2</sup> (including 0 of Japanese users)
- 12,945 records of talk room types, talk senders' and receivers' country/gender/age group/OS, talk room creation paths, etc. (including 8,196 of Japanese users)

##### (2) Information related to free calls

- 7,981 records of the number of times the call page is displayed, number of users on the call page, type of call termination, etc. (including 697 of Japanese users)

##### (3) Information related to LINE VOOM

- 32,972 records of content posting times and dates, total number of followers/friends, OS version information, posted video's start and end times, etc. (including 15,459 of Japanese users)

##### (4) Information related to LINE Official Account

- 11,728 records of Official Account creation paths, LINE user internal identifiers, user's Official Account setting information (block/hide/turn off notifications, etc.), Official Account names, price plans, etc. (including 10,388 of Japanese users)

##### (5) Information related to 'Reserve with LINE'

- 386 records of account creator's names, partner types, number of Official Accounts, number of reservations, number of users, etc. (including 386 of Japanese users)

##### (6) Information related to LINE app/platform

- 103,527 records of LINE user internal identifiers/country/OS/gender/age group, timestamps, sticker creator internal identifiers/country, identifiers of stickers, internal identifiers of sticker purchasers/purchase date, etc. (including 3,009 of Japanese users)

##### (7) Information related to LINE Mini App

- 31 records of internal identifiers of users who have consented to terms, times and dates of use, internal identifiers of service users, number of users, etc. (including 31 of Japanese users)

##### (8) Information related to LINE GIFT

- 304 records of store names set by the businesses that opened the stores/shops' internal identifiers, shops' total sales amounts, etc. (including 304 of Japanese users)

##### (9) Information related to LINE NEWS

- 35,844 records of Official Account creator information, news article's traffic source information, browsing history of users who read news articles, etc. (including 35,844 of Japanese users)

##### (10) Information related to LINE SURVEY

- 9,999 records of internal identifiers of users who played videos in the survey (including 9,997 of Japanese

users)

**(11) Information related to LINE MUSIC**

- 20 records of artist names, song titles, daily ranking (including 20 of Japanese users)

**(12) Information related to LINE Commerce Platform (Taiwan only)**

- 1 record of authorization number issued by the payment agency for the payment method used by the user (including 0 of Japanese users)

**(13) Information related to LINE TODAY (Taiwan only)**

- 20 records of LINE user internal identifiers, month of viewing articles, articles' category name/management identifiers, view counts of news categories, etc. (including 0 of Japanese users)

**(14) Information related to LINE Ads Platform (Taiwan only)**

- 2,020 records of LINE user internal identifiers, internal identifiers of delivered advertisements, name/identifier/generation dates of tags embedded in advertisements, etc. (including 0 of Japanese users)

**(15) Other relevant information**

- 30,835 records of LINE user internal identifiers/country/OS, hashed phone numbers\*3/email addresses\*3/LINE IDs\*3, LINE app version information, etc. (including 30,105 of Japanese users)

**(16) Information related to LINE Developers**

- 4,148 records of provider's names set by the developer using LINE Developers, provider's internal identifiers, country in which service is offered by provider, etc. (including 4 of Japanese users)

**2. 18,666 records of information about communications privacy (including 8,950 of Japanese users)**

\*Estimates are not included. Estimates are described below in "■Other Estimates"

**(1) Information related to messages**

- 40 records of reaction-related information (including 0 of Japanese users)
- 1,687 records of internal identifiers of message senders/receivers, message types (text, image, videos, etc.), chat room internal identifiers, etc. (including 648 of Japanese users)

**(2) Information related to free calls**

- 7,054 records internal identifiers/country/OS of call users, voice call types (voice call, video call), call times and dates, etc. (including 697 of Japanese users)

**(3) Information related to LINE VOOM**

- 9,794 records of ID/URL of posted content, LINE user internal identifiers, playback times of posted content, internal identifiers of applied effects/music to posted content, etc. (including 7,525 of Japanese users)

**(4) Information related to LINE Official Account**

- 33 records of Official Account internal identifiers/country, number of message send attempts/number of successful message sends, sent messages' times and dates, etc. (including 22 of Japanese users)

**(5) Information related to 'Reserve with LINE'**

- 58 records of reservation creation dates, partner names, names of businesses using 'Reserve with LINE', etc. (including 58 of Japanese users)

\*1 This number also includes the number of records of information about communications privacy.

\*2 Emojis used to react to messages or images exchanged between users indicating emotional responses. There has been no confirmation of leaks related to other chat message content.

\*3 79 records of phone numbers irreversibly encrypted based on certain rules of specific strings of characters or sequences of numbers (including 3 of Japanese users), 16 records of email addresses (including 4 of Japanese users), 17 records of LINE IDs (including 1 of Japanese users)

## **[Information related to business partners, etc.]**

### **86,105 records of personal information related to business partners, etc.**

- 86,071 records of email addresses\*1 of business partners, etc.
- 34 records of business partners' employee names, affiliations (company, department), email addresses, etc.

\*1 Email addresses not belonging to our company's (including our group companies) domain, which were included in our mailing list.

## **[Information related to employees and other personnel]**

51,353 records of personal information related to employees and other personnel

### **1. 6 records of personal information related to employees and other personnel in the document management system**

- 6 records of names, emergency contacts

### **2. 51,347 records of personal information related to employees and other personnel in the authentication system**

- Name, employee number, email address, affiliated company name, affiliated department, etc.  
30,409 records of our company and our group companies; 20,938 records of NAVER and its group companies

## **■Other estimates**

Due to the difficulty of confirming the target information and specific number of records when the unauthorized access occurred, estimates are based on the information and number of records that could be verified during our investigation.

### **1. 49,751 records of personal information related to users\*1 (including 15,454 of Japanese users)**

#### **(1) Information related to free calls**

- 3,599 records of country/OS of call users, voice call types (voice call, video call), call termination status types, etc. (including 25 of Japanese users)

#### **(2) Information related to LINE VOOM**

- 58 records of posted content internal identifiers, LINE user internal identifiers, content posting dates and times, playback times, etc. (including 0 of Japanese users)

**(3) Information related to LINE Official Account**

- 10,111 records of Official Account internal identifiers, name/category information of Official Account, price plans, number of Official Account's friends, etc. (including 73 of Japanese users)

**(4) Information related 'Reserve with LINE'**

- 51 records of reservation stores' Official Account information, starting dates of using 'Reserve with LINE', number of reservations, number of reservation attendees, number of reservation cancellations, etc. (including 51 of Japanese users)

**(5) Information related to LINE App/Platform**

- 172 records of LINE user identifiers, user device identifiers/brands, OS types and versions, etc. (including 62 of Japanese users)

**(6) Information related to LINE Mini App**

- 120 records of provider company's name/site URL/postal code/address, etc. (including 120 of Japanese users)

**(7) Information related to LINE Ads Platform**

- 2 records of LINE user internal identifiers, advertisement view history, Official Account follow information, tag creation dates, etc. (including 2 of Japanese users)

**(8) Information related to LINE Wallet**

- 1,583 records of LINE user internal identifiers, location information (latitude and longitude) of stores featured in LINE flyers, click counts and view counts in the wallet tab, etc. (including 1,200 of Japanese users)

**(9) Information related to LINE Coupon**

- 191 records of coupon-issuing shop management internal identifiers, shop names, age group of coupon users, number of coupon users by gender, etc. (including 191 of Japanese users)

**(10) Information related to LINE NEWS**

- 712 records of Official Account internal identifiers/number of friends, article distribution dates, article category internal identifiers, etc. (including 712 of Japanese users)

**(11) Information related to LINE MUSIC**

- 252 records of attribute information of LINE MUSIC users, number of times using LINE MUSIC app, etc. (including 252 of Japanese users)

**(12) Information related to LINE MANGA**

- 12,718 records of LINE user internal identifiers, LINE MANGA registration dates, user attribute information, publishers' internal identifiers and their associated publishers' names/work names, etc. (including 12,718 of Japanese users)

**(13) Information related to LINE SHOPPING (Thailand only)**

- 10,000 records of LINE user internal identifiers, statistical information on page views/shop visits, etc. (including 0 of Japanese users)

**(14) Information related to LINE Ads Platform (Taiwan only)**

- 10,025 records of tag names embedded in advertisements, LINE user internal identifiers, news article category internal identifiers, click counts (including 0 of Japanese users)

**(15) Information related to LINE SPOT (Taiwan only)**

- 40 records of internal identifiers for spot information, location information for spot information (latitude and longitude), etc. (including 0 of Japanese users)

**(16) Information related to LINE Business Manager**

- 157 records of account information of LINE Business Manager, account authentication status, etc. (including 48 of Japanese users)

\*1 This number also includes the number of records of information about communications privacy

**2. 3,573 records of information about communications privacy (including 31 of Japanese users)**

**(1) Information related to free calls**

- 3,559 records of country/OS of call users, voice call types (voice call, video call), call times and dates, etc. (including 25 of Japanese users)

**(2) Information related to LINE Official Account**

- 14 records of target group internal identifiers/names/creation dates, number of target users for target groups for distribution, Official Account countries, Official Account names, etc. (including 6 of Japanese users)

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