

## NOTIFICATION TERMS OF SECTION 22 OF POPIA

Dear Client,

We take the protection of your personal information and privacy very seriously. However, despite our best efforts, we regret to inform you that Travel and Sport has experienced a security compromise in the form of a data breach as initially reported to you on 19 December 2024.

In line with our obligations as set out in the Protection of Personal Information Act 04 of 2013 ("POPIA"), specifically section 22, we hereby notify of the data breach which may have resulted in your personal information being accessed or acquired by an unauthorised person.

**What happened:** On 9 December 2024 we discovered a possible breach in our system. It seems an unauthorised person gained access to one of our e-mail accounts, intercepted certain e-mail correspondence, and sent out activity statements [via e-mail as well as from an unknown WhatsApp account) that contained banking details other than the correct banking details of Travel and Sport. This was in an attempt to receive payment and defraud Travel and Sport and our clients. This breach may have exposed your personal information as well as the personal information of your child such as:

- Passports, Identity numbers, contact details, and company specific references

**What we did** As soon as we became aware of the breach, we took immediate steps in order to ensure that your personal information could not be further accessed and/or processed:

- We investigated the breach; identified the cause, implemented containment measures;
- We secured our systems by changing passwords, etc.

**Preventative Measures implemented:** We have conducted an investigation and risk assessment and believe further unauthorised access is unlikely. Moving forward, we have implemented the below preventative measures to ensure that your personal information is protected by:

- We updated our previous security practices and will conduct further re-assessment of security measures and IT policies, etc.
- Applied enhanced password protection and multifactor authentication;
- Enhanced our staff awareness and conducted necessary awareness training.

**Potential Consequences:** Following our investigation of the data breach, the likely consequences may be the following:

- Other unauthorised persons may have access to your personal information;
- Your personal information may be used for unlawful purposes;
- Personal information may have been amended/deleted without authorisation.

**What can you do:** Although we have taken reasonable steps to secure your information, we encourage you to follow the below suggestive steps to help further protect your personal information and minimise the impact of the data breach:

- When effecting payments, verify the details personally with the person you have been dealing with via telephone to ensure that you pay the correct recipient.
- Monitor your accounts for suspicious activity or unauthorised transactions;
- Change your passwords for any online accounts, like your e-mail accounts, banking accounts, etc.
- Exercise strong password control and strengthen your passwords by using passwords that are at least 12 characters long, includes upper and lower case, numbers and special characters;
- Enable multifactor authentication to your online accounts to secure the account;
- Make sure that you update your security software on your devices, such as antivirus, malware and operating systems.

**Who accessed your data:** Despite our best efforts to establish the identity of the unauthorised person who may have accessed or acquired your personal information we could not identify the perpetrator.

**Next steps:** We are committed to protecting your personal information and have therefore implemented stringent security and other operational measure to prevent a similar incident in the future. We will continue to investigate and monitor this incident and provide you with an update if significant developments arise. If you have any questions or need more information, please contact our Information Officer:

Name: Stephanus Johannes Van Zyl  
Contact Number: 012 348 9000  
Email Address: [info@travelandsport.com](mailto:info@travelandsport.com)

We sincerely apologise for any inconvenience this may have caused and appreciate your understanding as we address this matter.

Sincerely,

**Travel and Sport**