

[Company Header/Logo]

**Date:** [Date]

**Subject:** Important Advisory Regarding Your Personal Data

Dear [Customer Name],

We are writing to inform you of a recent data privacy incident that may have involved some of your personal information. We take the security of your data very seriously and want to provide you with clear steps on how we are mitigating this issue and what you can do to protect yourself.

### **What Happened?**

On [Date of Discovery], we identified unauthorized access to a portion of our systems. Our investigation determined that the incident occurred between [Start Date] and [End Date].

### **What Information Was Involved?**

The affected data may have included:

- [List specific data types, e.g., Full Name, Email Address]
- [List specific data types, e.g., Billing Address]
- [List specific data types, e.g., Last four digits of payment card]

*Note: We do not store full credit card numbers or account passwords in plaintext.*

### **What We Are Doing:**

Upon discovery, we immediately took the following mitigation steps:

- Secured the affected servers and patched the vulnerability.
- Engaged third-party cybersecurity experts to conduct a forensic analysis.
- Notified relevant law enforcement and regulatory authorities.
- [Optional: Implementing enhanced multi-factor authentication].

### **What You Can Do:**

To further protect your privacy, we recommend the following actions:

- **Change your password:** Update your password for our service and any other site where you use the same credentials.
- **Monitor your accounts:** Remain vigilant by reviewing your account statements and credit reports for any suspicious activity.
- **Be wary of phishing:** Exercise caution if you receive unsolicited emails or phone calls asking for personal information.

### **For More Information:**

We have established a dedicated helpline to answer any questions you may have. You can reach us at [Phone Number] or via email at [Email Address].

We sincerely apologize for any concern or inconvenience this incident may cause you.

Sincerely,

[Name/Signature]

[Title]

[Company Name]