

Subject: Urgent: Security Incident Notification Regarding [Vendor Name]

Dear [Recipient Name/Customer Name],

We are writing to inform you of a security incident involving [Vendor Name], a third-party service provider that [Company Name] uses for [Type of Service, e.g., data hosting/payment processing].

What Happened?

On [Date], we were notified by [Vendor Name] that an unauthorized party gained access to their systems. The incident occurred between [Start Date] and [End Date].

What Information Was Involved?

Based on our investigation, the following types of information may have been impacted:

- [Type of data 1, e.g., Full name]
- [Type of data 2, e.g., Email address]
- [Type of data 3, e.g., Transaction history]

What We Are Doing

Upon learning of the incident, we immediately:

- Suspended [Vendor Name]'s access to our systems.
- Launched an internal audit to verify the extent of the impact.
- Confirmed that the vendor has patched the vulnerability and engaged law enforcement.

What You Can Do

We recommend that you take the following steps to protect your information:

- Change your password for [Company Name] and any other sites where you use the same credentials.
- Monitor your accounts for any suspicious activity.
- Be cautious of unsolicited communications (phishing) asking for personal information.

For More Information

We take the privacy and security of your data very seriously. If you have any questions, please contact our support team at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Signature]

[Your Job Title]

[Company Name]