

Our Ref.: JLL/CYBT/2023/C/1160

12<sup>th</sup> September 2023

**Notice to  
All Tenants at Cyberport**

Dear Sir/Madam,

**Cyberport – Update on Cybersecurity Incident**

We are writing to provide the latest update regarding the cybersecurity incident at Cyberport. As our valued tenant, we wish to advise you of the latest development.

After discovering an intrusion into its systems in mid-August (the “Incident”), Cyberport took immediate steps to mitigate any potential impact, including shutting down the affected computer equipment, promptly launching a detailed investigation with the assistance of independent cybersecurity experts and making a police report and seeking assistance from law enforcement. Cyberport has also immediately implemented measures to strengthen the security of its network and systems to further enhance the data protection. We have also notified the Office of the Privacy Commissioner for Personal Data on 18 August.

As the investigation was still underway and the extent of the data impacted was yet to be defined, after seeking legal advice and considering that we have not seen any evidence of the mis-use of the impacted data in mid-August, and as a responsible corporation, we decided not to disclose the Incident externally to avoid any unnecessary worries. We were subsequently made aware that some information available on the dark web could potentially be related to the Incident and we immediately made a public announcement on 6 September and contacted the persons who may have been affected.

Today, we were alerted to further information on the dark web that may be related to the Incident. According to the latest investigation, the information includes names and contact details of individuals, human-resources related data of employees, ex-employees and job applicants, and a small number of credit card information.

Potentially affected persons are being contacted directly and are provided complimentary identity monitoring services offered by professional cybersecurity expert. A dedicated website has been set up at <https://www.cyberport.hk/infosecurity> to provide more information. Cyberport will regularly update the website with the latest information.

As a precaution against the possibility of identity theft, we encourage you to be on the lookout for any suspicious activities or notifications across your accounts. Out of an abundance of caution, some additional steps you may wish to take include changing your password regularly, and ensuring you do not use common passwords across multiple accounts.

As the victim of a malicious intrusion, Cyberport condemns all form of cybercrime and will fully cooperate with law enforcement. We deeply regret any inconvenience or concern this incident may have caused. We would like to assure the public that we have taken proactive and decisive measures to strengthen the security of our networks.

For any enquiries, please contact our dedicated response team at [infosecurity.cs@cyberport.hk](mailto:infosecurity.cs@cyberport.hk).

Thank you for your attention and your continued support of Cyberport. Once again, we deeply regret any inconvenience or concerns this incident may have caused.

Sincerely,

**Hong Kong Cyberport Management Company Limited**



Welcome to use Cyberport Customer Service Portal!

<https://service.cyberport.hk/csp>

