



For immediate release

## **Information Security Event on HKTVM Customer Data**

(Hong Kong, 4 February 2022) Hong Kong Technology Venture Company Limited (“HKTVM”) announces that abnormal and suspicious activities in its computer system were discovered on 26 January 2022 from computer servers located in other Asian areas which had made unauthorized access to customer information of HKTVM. According to current investigation, a small portion of the 4.38 million registered customer information at HKTVM were accessed. Upon identifying the unauthorized access, HKTVM has immediately contained the event and conducted thorough investigation and since engaged one international and one local leading cybersecurity firms on 27 January 2022 to conduct investigation, and to further enhance HKTVM’s robust network and system security measures in addition to the current 24-hour network security monitoring. Currently, there is no evidence that the customer information has been misused nor financial loss has been incurred by customers.

While the involved information varied for different groups of customers, customer information being unauthorized accessed may include : (1) Account registered names, encrypted and masked login passwords, registered and contact email addresses; (2) Recipient names, delivery addresses and the contact phone numbers of those orders if customers have placed purchase order for the period from December 2014 to September 2018; and (3) If customers have linked their HKTVM account to Facebook account or Apple ID, unauthorized accessed information may also include date of birth, registered name and email addresses for Facebook account and Apple ID. Credit card information and order details remained unaffected in this incident.

Despite there is no evidence that customer information has been misused nor financial loss has been incurred by customers, HKTVM will take responsibility on unauthorized purchases made on HKTVM resulted by this incident to set customers’ minds at rest.



Ricky Wong, Vice Chairman and Group CEO of HKT said, “On behalf of the Group management, we hereby express our sincere apology to the affected customers. Upon discovery of such incident, the Group management, our technical department and the two cybersecurity firms have made continuous efforts on investigation and to strengthen system security, and will make full efforts to prevent further attacks.”

Although HKT has always implemented 24-hour network security monitoring procedures, various measures were adopted since the discovery of this incident to further enhance network and system security. Furthermore, the Group has commenced the following actions:

1. Adopting “Endpoint Detection & Response” solution, to continuously monitor, identify, investigate and analyze suspicious network and system activities through Artificial Intelligence. We will also enrol Security Operation Centre service supported by international cybersecurity firm to manage real time network security status.
2. Participating in “Centre for Internet Security” Benchmarks – Level One profile. This is internationally recognized best practice security configuration guides which will be instrumental to lower the attack surface.
3. To further protect customers from network attack, while the current practice is consistent with the requirements of The Personal Data (Privacy) Ordinance, we have commenced a review to further reduce the collection and retention of customer data.

HKT has reported the incident to relevant law enforcement authorities, including the Hong Kong Police and the Office of the Privacy Commissioner for Personal Data, Hong Kong. Email notifications or message notification in HKTVMall will be sent to potentially affected customers. In case of enquiries, customer can send email to [infosecurity.cs@hktv.com.hk](mailto:infosecurity.cs@hktv.com.hk) or visit <http://www.hktvmall.com/infosecurity> for more information about the incident.

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For media enquiries, please contact Corporate Communications :

Jessie Cheng    Email : [chengcm@hktv.com.hk](mailto:chengcm@hktv.com.hk)

Ruby Tsang    Email : [rubytsang@hktv.com.hk](mailto:rubytsang@hktv.com.hk)