Notice of Data Security Incident Regarding Our Check-in System

To Our Valued Customers and All Concerned Parties, Reqrea, Inc.

We recently discovered a misconfiguration in the cloud storage (Amazon S3) used by our electronic check-in system, "Tabiq," which left image data of users' identification documents in a state accessible by third parties from the outside.

We sincerely regret any concern and inconvenience this matter may cause our customers and all concerned parties. We would like to report the details of this incident as follows. Please note that this report also serves as a joint public announcement on behalf of our client companies (please refer to the attached sheet).

1. Background of the Incident

On May 13, 2026, we discovered that customer facial photographs, signatures, and image data related to identification documents (hereinafter referred to as "Image Data") entrusted to us by our clients and stored in a section of our cloud storage were accessible from the outside. Please be assured that the accessible information did not include any credit card information.

Upon recognizing this situation, we immediately took action and completed measures to block external access to the Image Data by May 15, 2026. Furthermore, we engaged a third-party organization to conduct an investigation. At this time, we have not confirmed any actual leakage of the Image Data externally, nor have there been any confirmed instances of secondary damage, such as unauthorized acquisition and misuse of the data by a third party.

2. Measures to Prevent Recurrence

By July 2026, we had largely completed a review of our security framework and the enhancement of our security measures based on improvement proposals from the third-party organization. We will continue to evaluate and improve these measures to make every effort to thoroughly prevent any recurrence. Additionally, we are proceeding with necessary responses, including reporting to the relevant authorities, in accordance with the Act on the Protection of Personal Information and other relevant laws.

3. Requests and Precautions for Our Customers

In relation to this incident, we will never contact you via email, phone, or other means to ask for your passwords or demand money. Out of an abundance of caution, we encourage you to remain vigilant against potential phishing attempts or suspicious communications (emails, phone calls, postal mail, etc.) from anyone claiming to be our company, an accommodation facility, or a public institution. If you find any communication suspicious, please do not comply with their requests and consult our dedicated inquiry desk listed in Section 4 below.

4. Dedicated Inquiry Desk

If you have any questions or concerns regarding this matter, please contact our dedicated inquiry desk below.

Reqrea, Inc. Customer Inquiry Desk

- Email: irc@tabiq.jp
- Operating Hours: 9:00 AM - 5:30 PM (Excluding Saturdays, Sundays, and public holidays)
- *Please note that due to a potentially high volume of inquiries, our response may take some time. We appreciate your understanding in advance.*

Attachment

List of Client Companies

Client Company Name	Hotel Name
Suika Co., Ltd.	GRAND BASE Hiroshima Ekimae
Kouka Co., Ltd.	GRAND BASE Hiroshima Heiwakoen-mae
Yuwa Co., Ltd.	GRAND BASE Hiroshima Hikarimachi
Zentokumaru Co., Ltd.	GRAND BASE Nagasaki Nakamachi
NextSTAY Co., Ltd.	GRAND BASE HAKATA-1
NextSTAY Co., Ltd.	GRAND BASE Hakata City
NextSTAY Co., Ltd.	GRAND BASE Hakata Bay
NextSTAY Co., Ltd.	GRAND BASE Yakuin Odori
NextSTAY Co., Ltd.	GRAND BASE Crane
NextSTAY Co., Ltd.	GRAND BASE Iolani
NextSTAY Co., Ltd.	GRAND BASE Beppu
NextSTAY Co., Ltd.	GRAND BASE Beppu Eki
NextSTAY Co., Ltd.	GRAND BASE Beppu Ekimae
NextSTAY Co., Ltd.	GRAND BASE Beppu Eki Higashi
NextSTAY Co., Ltd.	BEPPU RIKYU
NextSTAY Co., Ltd.	Cocolie BEPPU
NextSTAY Co., Ltd.	Ecol Beppu
NextSTAY Co., Ltd.	GRAND BASE Urakami
NextSTAY Co., Ltd.	GRAND BASE Saiwaimachi
NextSTAY Co., Ltd.	GRAND BASE Nagasaki City
NextSTAY Co., Ltd.	GRAND BASE Nagasaki
NextSTAY Co., Ltd.	Ambiera Doza
NextSTAY Co., Ltd.	Ambicia Sasebo
NextSTAY Co., Ltd.	GRAND BASE Kagoshima
NextSTAY Co., Ltd.	GRAND BASE Kagoshima Tenmonkan

NextSTAY Co., Ltd.	GRAND BASE Kagoshima Chuo
NextSTAY Co., Ltd.	Nine States Kagoshima
NextSTAY Co., Ltd.	GRAND BASE Mojiko
NextSTAY Co., Ltd.	GRAND BASE Moji Nagomi
NextSTAY Co., Ltd.	Fukuoka Mojiko STAY
NextSTAY Co., Ltd.	GRAND BASE Karatsu Eki Minami
NextSTAY Co., Ltd.	GRAND BASE Okayama Ekimae
NextSTAY Co., Ltd.	GRAND BASE Kurashiki Chuo
NextSTAY Co., Ltd.	GRAND BASE Osu
NextSTAY Co., Ltd.	GRAND BASE Nagoya Eki Nishi
NextSTAY Co., Ltd.	GRAND BASE Takamatsu
TENT Co., Ltd.	ENISIA BASE Kagonma
TENT Co., Ltd.	HOTEL IORI
TENT Co., Ltd.	HOTEL SHUTEC
TENT Co., Ltd.	THE LOFT INN FUKUOKA
TENT Co., Ltd.	THE LOFT INN HAKATA
TENT Co., Ltd.	THE LOFT INN NAGASAKI
TENT Co., Ltd.	WISTERIA
TENT Co., Ltd.	Sumiyoshi no Yado Musubi
Doctors FP Ltd.	CocoConne Fukuoka Nishijin
Nanei Kaihatsu Co., Ltd.	Hotel Cross Base Tosu Ekimae
Ishimoto Corporation LLC	GRACE STAY Hiroshima Heiwakoen
Anabuki Space Share Co., Ltd.	fav Takamatsu
Hida Takayama Hotel Management LLC	fav Hida Takayama
Kumamoto Hotel Management LLC	fav Kumamoto
Ise Hotel Management LLC	fav Ise
Hakodate Hotel Management LLC	fav Hakodate
Ryogoku Hotel Management LLC	fav Tokyo Ryogoku
Nishi-Nippori Hotel Management LLC	fav Tokyo Nishi-Nippori
Hiroshima Nishikaniya Hotel Management LLC	fav Hiroshima Stadium
Nishi-Hiratsuka Hotel Management LLC	fav Hiroshima Heiwa Odori

Kagoshima Hotel Management LLC	fav Kagoshima Chuo
Hida Takayama No.2 Hotel Management LLC	FAV LUX Hida Takayama
Nagasaki Hotel Management LLC	FAV LUX Nagasaki
Kagoshima Tenmonkan Hotel Management LLC	FAV LUX Kagoshima Tenmonkan
Sapporo Minami 6 Nishi 7 Hotel Management LLC	FAV LUX Sapporo Susukino
Fukuoka Nishiura Hotel Management LLC	seven x seven Itoshima
Ishigaki Hotel Management LLC	seven x seven Ishigaki
Gotemba Higashitanaka Hotel Management LLC	edit x seven FUJI-GOTEMBA
Shodoshima Yasuda Hotel Management LLC	edit x seven Setouchi Shodoshima
Glico LLC	BASE LAYER HOTEL NAGOYA NISHIKI
Glico LLC	BASE LAYER HOTEL FUKUOKA
Hiroshima Miyajimaguchi Hotel Management LLC	HOTEL FORK & KNIFE Miyajima