November 24, 2026
Keio Corporation

Notice and Apology Regarding Personal Information Leakage Caused by Ransomware Attack

In regard to the ransomware attack that was confirmed on September 26, 2026 (hereinafter "the Attack"), we, Keio Corporation, have, as an initiative across the entire Keio Group, established a task force, investigated the impact, and taken recovery measures.

Based on the investigation conducted to date, we hereby announce the findings regarding the personal information leakage, as set out below.

We once again deeply apologize for the significant concern and disruption caused.

1. Overview

On September 26, 2026, we detected an attack on the Keio Group network. We immediately took containment measures including network disconnection. Furthermore, recognizing the possibility of personal information leakage, we submitted an initial report to the Personal Information Protection Commission. Thereafter, with the support of external experts, we investigated the scope of the personal information leakage and submitted the results to the Personal Information Protection Commission as a supplementary report on November 24.

2. Affected Personal Information (as of November 24)

■ Personal information confirmed to have been leaked

As a result of the investigation, the following personal information was confirmed to have been leaked. To date, no financial damage or other secondary harm such as unauthorized use has been confirmed as a result of this incident.

Persons affected	Categories of information	Number of persons
Lessees and other related parties of rental properties owned by Keio Corporation	Name, address, and other related information	Approx. 150 persons
Applicants for employment with the Keio Group	Name, address, telephone number, application documents, and other related information	Approx. 160 persons
Current and former employees, and their dependents	Name, HR information, and other related information	Approx. 12,000 persons

The number of persons affected for each category cannot simply be added together, as the same individual may be counted more than once. Furthermore, the specific information leaked varies by individual among the categories listed under "Categories of information."

■ Personal information that may have been leaked

As a result of the investigation, it was confirmed that the following personal information may have been leaked. To date, no financial damage or other secondary harm such as unauthorized use has been confirmed as a result of this incident.

Persons affected	Categories of information	Number of persons
Customers, business partners, and related parties of the Keio Group	Name, address, telephone number, email address, “My Number” (Japan’s national identification number)[*1], passport (copy[*2] or number only[*3]), credit card number[*4], identification documents[*5], and other related information	Approx. 10.63 million persons
Applicants for employment with the Keio Group	Name, address, telephone number, email address, application documents, and other related information	Approx. 360,000 persons
Current and former employees, and their dependents	Name, address, telephone number, email address, “My Number”[*6], HR information, and other related information	Approx. 77,000 persons

The number of persons affected for each category cannot simply be added together, as the same individual may be counted more than once. Furthermore, the specific information leaked varies by individual among the categories listed under "Categories of information."

*1 A total of 6 copies of “My Number” cards received by Keio Realty and Development Co., Ltd. and Keio SC Creation Corporation

*2 Approximately 1.6 million copies of the passports of guests from overseas who stayed at a hotel operated by Keio Presso Inn Co., Ltd., Keio Plaza Hotel Co., Ltd., Keio Plaza Hotel Sapporo Co., Ltd., or TAKAYAMA GREEN HOTEL Co., Ltd., as well as 65 copies of the passports of domestic customers of Keio Travel Agency Co., Ltd.

*3 A total of 171 passport numbers of guests from overseas who stayed at a hotel operated by KEIO PRELIA HOTEL KYOTO INC. and 771 passport numbers of domestic customers of Keio Travel Agency Co., Ltd.

*4 A total of 382 credit card numbers of those who applied for the Keio Plaza Hotel Executive Card (affiliated with the Keio Passport VISA Card) between March 2012 and January 2018; 109 credit card numbers of customers who used Keio Closet Seiseki-Sakuragaoka, operated by Keio Unyu Co., Ltd.; and approximately 20,000 card numbers of Keio Credit Cards, which are for exclusive use at Keio Department Stores

*5 Approximately 46,000 identification documents received by Keio Realty and Development Co., Ltd. and ReBITA inc. when concluding real estate sale, purchase, or lease contracts

*6 A total of 116 copies of certificates of residence (including “My Numbers”) for current and former employees of ReBITA inc. and their dependents, and 2 copies of the “My Number” cards of employees of Keio Realty and Development Co., Ltd.

3. Requests to all those who may be affected

- If you find any credit card charges that you do not recognize, please contact your card issuer.
- Please be cautious of suspicious emails, SMS messages, and phone calls impersonating the Keio Group or related parties.
- Please be careful not to open URLs or attachments contained in suspicious emails or the like.

4. Status of Recovery

Due to the system failure caused by the Attack, new reservations at Keio Presso Inn have been suspended, but are expected to resume in December.

5. Future Measures

We will individually notify those whose personal information has been, or may have been, leaked, as soon as the facts have been confirmed. For any inquiries or concerns regarding this incident, customers and other affected parties may reach out to the dedicated Keio Group contact center. We will address these matters in good faith, led by the task force and with guidance from legal counsel and external experts.

We take this incident seriously and will identify issues in our IT governance, review and strengthen our security measures, and make every effort to prevent a recurrence. We will continue to announce any matters that should be disclosed to all concerned.

List of Affected Companies

Transportation	Keio Corporation, Keio Dentetsu Bus Co., Ltd., Keio Bus Co., Ltd., Nishi Tokyo Bus Co., Ltd., Keio Jidousha Co., Ltd., Keio Jidousha Bus Service Co., Ltd., Takao Tozan Railway Co., Ltd., Mitake Tozan Tetsudou Co., Ltd.
Real estate	Keio Realty and Development Co., Ltd., ReBITA inc., Sunwood Corporation, Keio SC Creation Corporation
Hotel	Keio Plaza Hotel Co., Ltd., Keio Plaza Hotel Sapporo Co., Ltd., Keio Presso Inn Co., Ltd., KEIO PRELIA HOTEL KYOTO INC., KEIO PRELIA HOTEL SAPPORO INC., TAKAYAMA GREEN HOTEL Co., Ltd.
Construction equipment	Keio Setsubi Service Co., Ltd., Keio Juuki Seibi Co., Ltd., Tokyo Special Coach Manufacture Co., Ltd., Keio Construction Co., Ltd., Keio Construction Yokohama Co., Ltd.
Lifestyle services	Keio Department Store Co., Ltd., Keio Store Co., Ltd., Keio Passport Club Co., Ltd., Keio ATMAN Co., Ltd., Keio Shokuhin Co., Ltd., Keio Green Service Co., Ltd., Restaurant Keio Co., Ltd., Keio Kosodate Support Co., Ltd., Keio Wealthy Stage Corporation, Keio Farewell Support, Inc., Keio Travel Agency Co., Ltd., Keio Agency INC., Keio Recreation Co., Ltd., Keio Unyu Co., Ltd., KEIO INFORMATION TECHNOLOGY SOLUTIONS Co., Ltd., Keio Accounting Co., Ltd., Keio Business Support Co., Ltd., Keio Youth-Plaza Co., Ltd., Keio Sincere Staff Co., Ltd., Selecture Co., Ltd., Keio Tomonokai Co., Ltd., Elite Co., Ltd., Shin Tokyo Elite Co., Ltd., Kansei AI Co., Ltd.

Inquiries

Keio Group contact center regarding leakage of personal information:

Telephone: 0120-089-925

Email: customer@keio.co.jp

Hours: 10:00–17:00 (excluding weekends and holidays)

Contact for procedures for disclosure, correction, or suspension of use of personal information at Keio Corporation and the Keio Group:

Website:https://www.keio.co.jp/pdf/privacy-procedure-en.pdf