

<<By Email>>

Commercial Services Group
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www.commercialservices.org.uk

7th April 2020

Dear Supplier/Customer,

Data Breach

We regret to inform you that Commercial Services Group has discovered a breach in our systems that may expose the business data we control and process.

This business data may contain financial data and commercial data relating to your business and our agreements/contracts and may contain personal contact details relating to your employees. We have notified the Information Commissioner's Office (ICO), the National Cyber Security Centre (the NCSC) and Action Fraud (the National Fraud & Cyber Crime Reporting Centre) about this incident and we are working with our cyber security experts to minimise any further risk posed to you by this incident.

About the incident

We appreciate you're going to have questions and concerns relating to this data incident, and we will do our best to explain the current situation, what happened and why.

Commercial Services Group (CSG) is conducting an investigation and we believe the following event led to the data security incident in question:

- IT Systems suffered a major failure at 1:30am on Thursday 2nd April 2020.
- Failure caused by a ransomware attack.

About the data involved

As we continue our investigations in this data breach there will be further updates sent out to all our Suppliers/Customers about the data involved. At the moment it is not known what business data and personal data has been attacked.

However, we believe that this unlawful data security incident may affect the information held by Commercial Services Group.

What this means for you

As a result of this data breach, we would recommend you take the following actions as soon as possible to further protect your business from additional risks associated with this incident:

- Do not respond to any emails received from Commercial Services email accounts.
- Update all portal/online website passwords used for accessing our business systems.
- Contact your bank immediately if you discover any unusual activity on your account.

If you do have any concerns or questions, our DPO has set up a new gmail account, and you can email our DPO at dpocommercialservicesgroup@gmail.com

All questions will be logged and managed by our Executive Management Team.

What will we do to prevent this from happening in the future?

Here at Commercial Service Group, your privacy is one of our top concerns. We do everything we can to ensure your business data is made secure and upheld at all times.

As we conduct our investigation, we will keep you updated of the actions and control measures we propose to implement across the group to reduce any future risks.

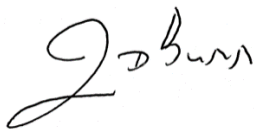
What happens next?

We will send out further updates relating to this incident as we progress through the investigation. Any emails you may receive about this security incident from Commercial Service email accounts should be treated as suspicious, and we would encourage you to verify the authenticity of any further correspondence relating to this incident by contacting our Data Protection Officer, at dpocommercialservicesgroup@gmail.com

We would like to take this opportunity to apologise for this breach of security and the inconvenience this will no doubt cause your company.

If you have additional questions about this incident or your individual rights, please contact our Data Protection Officer.

Yours sincerely



John Burr
CEO