

Notice of August 27, 2025

For guests who stayed at Hotel ASTORIA SUITE in RIMINI between March 03, 2023, and August 09, 2025

Dear Guests,

We are writing to inform you of a recent cybersecurity incident that has affected several hotels and hospitality businesses, including our own.

Regrettably, during this attack, certain identity documents belonging to our guests were unlawfully accessed.

The compromised data includes personal details such as full name, date and place of birth, photograph, document number and type, issue and expiry dates, and issuing authority.

This information has reportedly been offered for sale on the dark web.

We wish to reassure you that no credit card information has been compromised.

These documents were collected during the check-in process (in compliance with legal obligations) via an external cloud-based platform (SaaS), which stores low-resolution images of the documents.

Our Hotel does not retain any digital copies on-site; the data is stored exclusively on the third-party provider's servers.

We have already taken immediate and appropriate action.

We have notified the Italian Data Protection Authority (Garante per la protezione dei dati personali), reset all access credentials to the platform, and are in the process of filing a formal report with the relevant authorities.

In collaboration with our external data processor, we are conducting a thorough investigation into the cause of the breach and have implemented additional security measures to mitigate the risk of future incidents.

As a precautionary measure, we strongly encourage you to monitor your online accounts, enable two-factor authentication (preferably using an authentication app), and promptly report any suspicious activity to the appropriate authorities.

Should you have any questions or require further information, please do not hesitate to contact us at +39 0541/ 23607 or via email at direzione@astoriasuitehotel.com.

We sincerely apologise for this incident and assure you of our continued commitment to safeguarding your personal data.

Sincerely,

Trend Hotel Srl