

Subject: Security Update – Data Breach

From Name: Maplesoft

Signature at the bottom: Laurent

I am writing to you today to notify you of a data breach that recently occurred in our online store.

We are reaching out to inform anyone who has been affected by this incident. Unfortunately, your payment card details, email, billing address and name, may have been included in this data breach.

What happened?

On Thursday, April 7, 2022 we were contacted by a customer, who suspected their payment card had been compromised following a transaction they completed in our store. During our investigation we discovered that a malicious script had been placed in our online store. As a result, the perpetrators were able to gain access to financial information as customers made transactions. We took immediate action to secure our systems which included temporarily shutting down our online store and website. Because you completed a transaction in our store while this script was in place, we are notifying you about this breach.

What now?

We have removed the malicious script from our online store and we are actively monitoring our platforms and systems to ensure that no further customer data is compromised. We strongly recommend that you immediately contact your payment card provider and inform them of this breach so that they can issue you a replacement card. We also recommend that you review your financial statements and report any suspicious transactions to your card provider.

We sincerely apologize for the worry and inconvenience this incident has caused. If there is anything we can do to assist you, please email Gayle Horyn, our data protection officer, at privacy@maplesoft.com weekdays between 9am and 5pm EST.

Kind regards,

Laurent Bernardin
President & CEO
Maplesoft