



## Roma Scout Center

Largo dello Scautismo, 1 - 00162 Roma

Tel. 06/44231355

info@romascoutcenter.it | romascoutcenter.it

### COMMUNICATION TO DATA SUBJECTS

**Subject: Important Security Notice Regarding Your Reservation at OSTELLO ROMA SCOUT CENTER - Largo dello Scautismo, 1 – Rome**

Dear Guest,

we are writing to inform you of a cybersecurity incident that involved personal data related to your reservation at our property. Transparency and the security of your data are our highest priorities, and we are informing you promptly about what happened.

#### **What happened?**

On 11 May 2026, TeamSystem S.p.A., the company that provides us with the "Hotel in Cloud" reservation management software, suffered a cyber attack. This attack resulted in unauthorized access to their systems and the theft of certain reservation-related data for our property and other hotels.

#### **Which data were involved?**

According to the information provided by our supplier, the breach affected reservation data for bookings made before 11 May 2026, with scheduled arrival dates up to 12 December 2026. The categories of data stolen include:

- Full name;
- Telephone number and/or email address;
- Details of your reservation (for example, stay dates);
- In some cases, the details or a copy of the identity document you provided at the time of booking.

#### **WARNING: REAL RISK OF FRAUDULENT (PHISHING) ATTEMPTS**

The most immediate consequence of this breach is that malicious actors are already in possession of your data and are using it to send fraudulent messages via WhatsApp and/or email.

These messages may appear very credible because they contain correct references to your reservation (for example, your name or stay dates). The purpose of these messages is to deceive you into providing bank or credit card details, often by threatening to cancel your reservation.

#### **WHAT YOU SHOULD DO IMMEDIATELY TO PROTECT YOURSELF - IMPORTANT RECOMMENDATIONS**

1. **Be suspicious of any communication: Treat with the utmost caution any message received via WhatsApp, SMS or email that appears to come from our property and requests payment, personal information, or external links.**
2. **Do not click any links:** Do not click links in suspicious messages or download any attachments. Such links may lead to fraudulent ("clone") websites designed to steal your information.
3. **Do not provide any data:** Our property will NEVER ask you to provide credit card details, passwords, or other personal information by email, WhatsApp or SMS. Any such request should be considered fraud.
4. **If you have already provided data:** If you fear you have already entered your credit card



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details on one of these fraudulent sites, please contact your bank or card issuer immediately to block the card and file a report with the competent police authorities.

### **What we are doing?**

We are taking this incident very seriously and have immediately taken the following actions to protect your interests:

- We have initiated the required notification procedure to the Data Protection Authority, as required by law.
- We are in constant contact with the software provider to monitor their investigative and system-securement activities.
- We are adopting all necessary measures to mitigate the consequences of this event.

We deeply apologize for this incident and for any concern it may cause. The safety of our guests is and remains our top priority.

For any questions or concerns, you can contact us at the dedicated email address:

**PRIVACY@FIORDALISO.IT** or by phone at +39 06 44231355.

Kind regards,

Management

OSTELLO ROMA SCOUT CENTER

Largo dello Scautismo, 1

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