

September 18, 2025

## Apology and Report on Personal Information Leakage

We regret to report the occurrence of a personal information leakage incident at the UTokyo Kashiwa International Lodge (hereinafter “Kashiwa Lodge”). This incident involved the personal information of individuals who currently reside, who previously resided, and those who are or were scheduled to reside at the Kashiwa Lodge.

We deeply and sincerely apologize for the great inconvenience and concern caused to all concerned.

We take this matter very seriously, and will further strive to strengthen its information management system and ensure the proper management of information security measures.

### [Outline of the Incident]

On August 12, 2025, a file containing personal information that should not have been shared was mistakenly transmitted to a resident due to a human error in attaching the file. The mistakenly transmitted file included the personal information of individuals who currently reside, who previously resided, and those who are or were scheduled to reside at the Kashiwa Lodge.

It was confirmed on August 15, 2025 that the mistakenly transmitted file had already been deleted on the recipient’s side. Therefore, at present, we presume that the possibility of secondary damage arising from this leakage is very low.

### [Chronology of Events]

At around 11:40 a.m. on August 12, 2025, when sending an invoice via email at the request of one of the residents, an administrative staff member at the office of Kashiwa Lodge mistakenly attached a file containing information of individuals other than that resident and sent the email with the wrong file attached.

At around 9:00 a.m. on August 14, 2025, another administrative staff member detected the erroneous transmission and immediately informed the said resident to delete the email in question with the erroneously transmitted file promptly.

At 9:02 a.m. on August 15, 2025, an email was received from the subject resident, stating that the email in question had been duly deleted.

[Personal Information Involved in the Erroneous Transmission]

Scope of personal information and number of records	Personal information of individuals who resided or were scheduled to reside at any time since April 2010, or currently reside and are scheduled to reside at Kashiwa Lodge 2,765 records
Items of personal information	Name, date of birth, gender, nationality, name of host professor, etc.
Number of email addresses to which the mistaken email was sent	One

[Our Response]

We, the Asset Planning Group in charge of International Lodges, have responded to this incident by investigating the parties concerned, submitting an immediate report to the Personal Information Protection Commission, and taking other related actions. If any issue arises that should be communicated to those concerned, we will notify them individually. Should you have any questions or concerns regarding this incident, please contact the point of contact below.

We will continue the investigation into this incident and work to prevent its recurrence by correcting operational procedures, conducting information security education, and taking other such measures.

[Contact Point regarding This Incident]

Asset Planning Group Asset Use Promotion Department The University of Tokyo <a href="https://forms.office.com/r/rK13QUSZjQ">https://forms.office.com/r/rK13QUSZjQ</a>
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