Notice Regarding Unauthorized Access to an Email Distribution Service Provider Used by ARTPASS

We have been informed by Inventit Inc., the operator of ARTPASS, the online ticketing service used for ticket sales on the official Art Collaboration Kyoto (ACK) website, that unauthorized access to the systems of Arara Inc., its outsourced email newsletter distribution service provider, has resulted in the leakage of email address information held by Inventit Inc. to an external party.

We sincerely apologize for the concern and anxiety this incident may cause to those who may be affected.

The information affected by this incident relates to email addresses registered when purchasing ACK tickets through ARTPASS. Email addresses registered when redeeming complimentary invitation tickets are not included in the affected data.

Arara Inc. is currently investigating the incident. We have been informed that ARTPASS will contact individually those customers whose information is confirmed to have been affected, based on the findings of the investigation.

For further details and updates regarding this incident, please refer to the notice below, “Important Notice and Apology Regarding Unauthorized Access to Our Email Newsletter Distribution Service Provider” (updated November 10).

Notice and Apology from ARTPASS
詳細：
[Important] Apology and Notice Regarding Unauthorized Access to an Email Newsletter Distribution Service Provider
View Notice (Japanese only)

Contact:
ARTPASS Division, Inventit Inc.
https://www.art.passes.jp/#comp-kaasio5m
For inquiries, please use the ARTPASS inquiry form and select “個人情報に関するお問い合わせ” (Inquiry Regarding Personal Information) under the “イベント名” (Event Name) field.