November 26, 2026
Peach Aviation Limited

Unauthorized Access to Formerly Used External Service “KARTE” by PLAID, Inc.: Apology and Notice Regarding Customer Information Leakage

We recently confirmed that “KARTE,” a service provided by PLAID, Inc. (hereinafter referred to as “PLAID”), which our company used between August 1, 2019 and August 31, 2025 to provide customer information and notifications on our website, experienced unauthorized access by a third party.

Although our contract with PLAID ended on August 31, 2025, it was discovered that some of our customers’ information, which should have been deleted by PLAID upon termination of the contract, remained in PLAID’s systems and was subsequently leaked externally.

Please be assured that sensitive information, including credit card details and passport information, was not included at all in the data affected by this incident.

We sincerely apologize for the considerable concern and inconvenience this incident has caused our valued customers.

1. Overview

According to PLAID, this incident occurred when a third party exploited a vulnerability in the company’s servers to steal authentication credentials used to connect to its systems and databases, and read out data externally from the databases and other systems. To prevent further expansion of the damage, PLAID has implemented measures including invalidating the authentication credentials used in the unauthorized access and blocking communications from the attack source. Although our company terminated its usage contract for PLAID’s “KARTE” service at the end of August 2025, it was confirmed that our customers’ information, which should have been appropriately deleted in accordance with the Terms of Service, remained stored due to deficiencies in PLAID’s human operations and management, and became a target of this unauthorized access. According to PLAID, the remaining data is scheduled to be deleted promptly after the completion of verification toward service resumption. Our company is requesting that PLAID promptly and completely erase all data relating to our company remaining in PLAID’s environment (including backups and logs) and submit a certificate of deletion.

Date Unauthorized Access Was Detected by PLAID: Friday, November 13, 2026
Date PLAID Confirmed the Data Leak: Tuesday, November 17, 2026
Affected Service: “KARTE,” provided by PLAID, Inc.
Status of Secondary Harm: As of now, no unauthorized use of the affected personal information or other secondary harm related to this incident has been identified.

2. Status of Personal Information

Estimated Number of Affected Records: Up to approximately 9.44 million (cumulative total)
Target Period: Data used from around 2019 to 2023
Customer Information Affected: Names, dates of birth, postal codes, addresses, telephone numbers, and email addresses

3. Our Company's Response

Response to Customers: For identified affected customers, we will promptly proceed with individual notifications and apologies via email or other means in sequence. We will also establish a dedicated inquiry desk and respond appropriately.
Reporting Procedures to Relevant Authorities: We have already reported this incident to the Personal Information Protection Commission (PPC) and will continue to respond appropriately based on the results of the investigation.

4. Impact on Various Services

This incident occurred in PLAID's environment and was not unauthorized access to our company's core systems and network.

5. Request to Customers

As of now, no unauthorized use of information related to this incident has been identified; however, should you receive any unexpected or suspicious emails, SMS messages, or telephone calls impersonating our company or PLAID, please exercise caution. Do not access any URLs, open attachments, return calls, or provide any personal information in response to such communications.