Dear Guest,

We have detected scam attempts targeting customers in the hotel sector through phishing/identity impersonation techniques, in which their personal data may have been affected. We would like to inform you that the incident is an attack affecting the hotel sector in general, and that the National Cybersecurity Institute (INCIBE) and the Spanish Data Protection Agency (AEPD) are already working on it.

https://www.incibe.es/ciudadania/avisos/suplantan-hoteles-traves-de-whatsapp-y-otros-medios-para-solicitar-la

What personal data may have been affected?

- Identification data, including identity document numbers.
- Tokenized and unintelligible data relating to payment cards.
- Information relating to the stay.
- Commercial information associated with the reservation.
- Information contained in free-text fields, such as comments.
- Metadata associated with the reservation.

On what date was the security breach detected?

The security breach occurred on September 7 and was detected on September 17, 2026. Since its detection, security measures have been implemented to protect the confidentiality of the personal data of those affected.

We inform you that the incident has been reported to the Spanish Data Protection Agency (AEPD), and that the security breach has been documented in accordance with Article 33.5 of the GDPR.

We consider it a priority to alert you to these practices in order to protect both the security of our information and yours. In this regard, we inform you that the incident remains under investigation, and therefore we provide you with the latest actions regarding the security breach.

Regarding the possible consequences, this type of incident could involve risks such as unauthorized access to personal data, misuse of your information, or the receipt of fraudulent communications (for example, emails or messages attempting to impersonate legitimate entities).

In this regard, at Lago Resort Menorca, **we encourage you to exercise extreme caution when handling any suspicious emails or messages you may receive, including messages via WhatsApp.** We therefore recommend that you:

- Be wary of suspicious communications.
- Do not provide personal data or any other information without verifying the identity of the sender.

- Do not make payments without verifying the recipient's account and, if in doubt, contact us directly. You will find our contact details at the end of this document.
- Check for any unusual activity related to your information.

If you detect any irregularities, we recommend that you report them to the competent authorities.

We deeply regret any inconvenience this situation may cause you and reiterate our commitment to the security and protection of your personal data.

For further information, please do not hesitate to contact us by telephone at 971387831 or by email at reservas@lagoresortmenorca.com.

Sincerely,

Lago Resort Menorca