November 2, 2026

Suntory Holdings Limited
Suntory Beverage & Food Limited

Regarding Personal Data Breach Caused by Unauthorized Access to an External Cloud Service

Suntory Group has confirmed unauthorized access by a third party to an external cloud service used by the Group. Our investigation found that files had been downloaded by the unauthorized third party and that some of those files contained personal information.

The unauthorized access has now been blocked, and necessary measures have been taken to prevent further damage.

Today, we reported the incident to the Japan's Personal Information Protection Commission and will begin contacting the affected individuals directly. At this time, we have not confirmed any unauthorized use of the personal information concerned.

We sincerely apologize for the concern and inconvenience this incident has caused. We take this matter extremely seriously and will work to prevent a recurrence while further strengthening our security measures.

■ Timeline of Events and Next Steps

• Wednesday, October 28, 2026
An anomaly was detected in the external cloud service. Unauthorized access was blocked and an investigation was launched. The names of the leaked files were identified.

• Thursday, October 29, 2026
Confirmed that some of the leaked files contained personal information.

• Monday, November 2, 2026
Reported the personal information breach to the Japan's Personal Information Protection Commission (initial report).
Began contacting affected individuals directly.

■ Personal Information Confirmed to Have Been Leaked to Third Parties as of Sunday, November 1, 2026

① Information on all Suntory Group employees and employees of partner companies, etc.
Names and email addresses: approximately 90,000 individuals

② Customer information of individuals registered as of the end of 2023 for the Suntory Corporate Activity Experience Program “Maru de Shine”
Email addresses: 7,323 individuals

③ Applicants for Suntory Holdings Limited’s 2026 new graduate recruitment, Business Division open selection (early and regular selection)
Applicant My Page registration information, etc. (names, email addresses, telephone numbers, etc.): 7,173 individuals

④ Information stored on two company mobile phones of Suntory Beverage Solution Limited relating to employees of the Group and its business partners, etc.
Names and telephone numbers: 1,097 individuals

⑤ Information on employees of Monte Bussan K.K. and employees of partner companies
Names, email addresses and telephone numbers: 324 individuals

⑥ Information on customers who placed delivery orders with Izutsu Maisen Co., Ltd. and employees who made the deliveries
Names and delivery-location information: 96 individuals

⑦ Information on employees of business partners of Suntory Limited
Names and job titles: 25 individuals

* The personal information listed above does not include payment information such as credit card details.

We are continuing to investigate this incident. If any new facts requiring public disclosure are identified, we will promptly provide an update.

▽ **Inquiries Regarding This Matter (English)**

Inquiry form (available 24 hours a day)

https://ssl1.suntory.com/apl/btcr/cp/CSUNA2611022/form?openExternalBrowser=1

▽ **Inquiries Regarding This Matter (Japanese)**

Inquiry form (available 24 hours a day)

https://mobile.suntory.co.jp/cpn/uni/CSUNA2611021/index.html?openExternalBrowser=1

Toll-free number (operator assistance)

0120-050-310

Hours: 9:30 a.m.–5:00 p.m. (excluding Saturdays, Sundays, public holidays and the year-end/New Year holiday period)

* The hotline will be available on Tuesday, November 3 (public holiday).

End