

May 7, 2021

To all current students, graduates, faculty and staff members, and those who have left Keio University:

Apology Regarding Breach of Personal Information due to Unauthorized Access to the Graduate
School Building Meeting Room Reservation System

Administrative Director of the Shonan Fujisawa Campus

It was recently discovered that the personal information of people who have used the meeting room reservation system for the Graduate School Building on Shonan Fujisawa Campus may have been leaked due to unauthorized access to the system from an external source. We deeply apologize for the significant trouble and distress this has caused to all persons concerned. No secondary harm has been confirmed at this time.

Our investigations have concluded that the personal information of users which may have been leaked is as follows.

All of this personal information managed by the Keio University SFC Office concerns students, faculty members, staff members, etc.

a. Details of the personal information that may have been leaked

- Affected persons: those who registered their information for a reservation when booking a meeting room in the Graduate School building on Shonan Fujisawa Campus.
- Details: personal names, phone numbers, e-mail addresses, and affiliation codes registered as information for reservations between December 20, 2013, to April 12, 2021.
- Number of cases: 6,507 cases in total

Breakdown:

(1) Registrant's name [552 individual cases (excluding duplicates)]

Students: 337 cases; Faculty and Staff members: 259 cases (some users appear under multiple affiliations, resulting in duplicates)

(2) Registrant's phone number [505 individual cases (excluding duplicates)]

(3) Registrant's e-mail address [609 individual cases (excluding duplicates)]

b. How the leak was discovered

At approximately 11:30 a.m. on April 14, 2021, we confirmed that the top page of the Graduate School

Building Meeting Room Reservation System at Shonan Fujisawa Campus was not being displayed properly, and an investigation of the details revealed that the server of Shonan Fujisawa Campus had been attacked from an external source on April 12, 2021. As a result of investigating the log files, it was discovered that similar attacks occurred on November 5 through November 6, 2020, December 12, 2020, and December 16 through December 17, 2020, revealing the possibility of an information leak due to unauthorized access.

c. Cause of information breach

Based on our investigations to date, we believe that the main cause of the incident was the exploitation of a vulnerability that existed in the Graduate School Building Meeting Room Reservation System.

d. Response after detection of the breach

The following measures have been taken after the discovery of the unauthorized access:

- Suspension of the Graduate School Building Meeting Room Reservation System (April 14)
- Examination of log files, etc.
- Report of damage to the relevant government ministries and agencies.
- Individual contact with affected persons (May 6)

e. Measures to prevent reoccurrence

In light of this incident of unauthorized access, Keio University is urgently taking measures to prevent its recurrence, including vulnerability checks and improvements of web applications and systems.

Once again, we deeply apologize for all the trouble and distress caused by this situation. Although no secondary harm has been confirmed at this time, please contact us using the below online form if you have any questions.

(Inquiries regarding this matter)

Shonan Fujisawa Office Inquiry Desk regarding unauthorized access

<https://forms.gle/zSTpcrmV2yJ1BySN7>

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