



June 12, 2023

Subject: Notification of Data Security Incident: Protecting Your Personal Data

Dear Customer,

We are writing because of a recent security incident impacting the GreenGeeks platform. GreenGeeks takes the privacy and security of our customers' information very seriously, and we deeply regret to inform you that there's been a data breach that may have compromised your personal information.

We discovered the incident on June 11, 2023, during our routine proactive security monitoring, and our infrastructure team immediately launched an investigation.

GreenGeeks has taken steps to isolate and contain the breach, have notified the appropriate authorities, along with additional measures to enhance our security measures to prevent any such incidents in the future.

Based on our preliminary findings, it appears that the following types of information may have been accessed or compromised:

1. **Contact Information:** This includes your name, address, email address, and phone number.
2. **Username and Password:** If you have an active hosting service, your username and encrypted password were potentially exposed.
3. **Payment Information:** Payment information is stored in an encrypted format. The encrypted credit card information may have been accessed.

Note: GreenGeeks never stores credit card numbers or passwords in plain-text, and are always encrypted.

GreenGeeks has found no evidence of any unauthorized use or fraudulent activity associated with this incident, however as a precautionary measure we recommend that you take the following steps:

1. **Change Passwords:** If you reuse the same password for other online accounts, we strongly urge you to change those passwords immediately. Best security practice is to use strong, unique passwords for each online account.
2. **Monitor Financial Statements:** Review your bank statements, credit card bills, and other accounts for suspicious activity; immediately report any unauthorized transactions to your financial institution.
3. **Be Vigilant Against Phishing Attempts:** Exercise caution with unsolicited communications, including emails or phone calls, especially those requesting personal information. GreenGeeks will never ask you to provide sensitive information via email or phone unsolicited.

As a precautionary security measure, GreenGeeks has proactively reset the passwords for all GreenGeeks cPanel-based Hosting Services and GreenGeeks Dashboard Profiles. All customer websites, email, and other data is safe, as this event only impacted GreenGeeks Dashboard Profiles.

You must reset both your GreenGeeks Dashboard and cPanel or WHM password, before logging in to your GreenGeeks Dashboard or cPanel/WHM directly.

- [How to Reset your GreenGeeks Dashboard credentials](#)

To support you during this time, we have established a dedicated support team that can assist with any questions or concerns you may have relating to this incident. This team can be reached by email at incident-response@greengeeks.com. Protecting your data and maintaining your continued trust is of the utmost importance to GreenGeeks.

We sincerely apologize for any inconvenience or concern this incident may cause you, and we are committed to learning from this circumstance and strengthening our security measures to prevent future incidents.

We will continue to provide updates via email as necessary.

Once again, we deeply regret any inconvenience caused, and thank you for your understanding.

Sincerely,

GreenGeeks Web Hosting