

Subject: Follow-up Security Notification from Havenly

Dear [NAME]:

Notice of Data Breach

We are writing to provide you with additional details regarding a potential security incident involving the username and password used for your account on www.havenly.com.

What Happened

Havenly, Inc. recently learned that an outside individual gained unauthorized access to a database containing the usernames and hashed passwords of Havenly users. Based upon the findings from an independent forensic investigation, we believe this potential incident may have occurred on or around June 25, 2020.

What Information Was Involved

The database contained your first and last name, Havenly account username, and the hashed password for your account. Havenly does not store full credit card numbers or billing addresses on its own servers, and these types of personal information were not affected by this incident. At this time, no unauthorized activity has been identified in any Havenly customer accounts.

What We Are Doing

We take the privacy of personal information seriously and deeply regret that this incident occurred. We promptly took steps to address this incident shortly after learning of a potential issue. On July 29, 2020, as a precaution we logged all Havenly users out of their accounts, performed a password reset, and provided notice of the password reset to the email address associated with your Havenly account. We also promptly initiated an internal investigation and retained an independent forensic investigation firm to assist us in our investigation and response. Havenly has been in contact with federal law enforcement regarding this matter and is taking steps to help prevent something like this from recurring in the future, including by resetting passwords and enhancing security measures related to our user database.

What You Can Do

The next time you log in at www.havenly.com, you will be asked to reset your Havenly password (if you have not done so already). You can also change the password of any other online accounts or services that use the same username and password combination. It is always a best practice to use different passwords for each online website or service you use, and to change your passwords on a regular basis.

For More Information

For more information about this incident, or if you have additional questions or concerns, you may contact us at hello@havenly.com. We sincerely regret any concern this may cause.

Sincerely,

Cristina DeVito

Havenly Chief Financial Officer