



## Web Hosting Hub, Inc.

2 Constitution Drive, Suite 101 | Virginia Beach, VA 23462

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April 6, 2026

### **NOTICE OF DATA BREACH**

We are writing to inform you of a recent security incident involving our Help Center. At Web Hosting Hub, Inc. (“WHH”), we take the protection of our customers’ and visitors’ information very seriously. We promptly investigated the matter with the assistance of independent cybersecurity experts and law enforcement, and our investigation is now complete.

***NO FINANCIAL DATA OR SENSITIVE PERSONAL DATA WAS ACCESSED.***

### **WHAT HAPPENED**

On October 29, 2025, we became aware that an unauthorized actor had gained temporary access to a limited portion of our Help Center. We immediately contained the incident, took the affected systems offline, and implemented additional security measures to prevent recurrence.

In light of the recently completed law enforcement investigation, we are now authorized to provide this notice in accordance with applicable law. The timing of this notification reflects our investigation timeline and coordination with law enforcement authorities.

### **WHAT INFORMATION WAS INVOLVED**

The only information that *may* have been accessed consists of:

- Your email address
- Your IP address (at the time of your activity from April 17, 2025 through October 29, 2025)
- Any public-facing social media information linked to your activity (such as publicly available usernames, profile handles, or links to your social media accounts that you had voluntarily connected or made visible)

**IMPORTANT:** *No other personal data was compromised.* This means your password, financial information, payment details, private messages, phone number, home address, or any government-issued identification numbers were *not* involved in this incident.

Following a thorough risk assessment, we have taken steps to address this incident and are providing this notification in accordance with applicable law.

### **WHAT ARE WE DOING/WHAT WE DID**

- We have fully secured the affected webpage and strengthened our security controls, including enhanced monitoring and access restrictions.

- We are notifying all potentially affected individuals (i.e., customers and visitors) as required by applicable law.
- We continue to monitor for any signs of misuse related to this incident.
- We have documented the breach internally as required by applicable law.

### **WHAT YOU CAN DO**

At this time, no action is required. However, as a best practice, we recommend:

- Be vigilant against phishing. Monitor your email for any unexpected messages.
- Do not click links or open attachments in unsolicited emails.
- If you have log in credentials, visit our website to log in and change your password.
- Use security best practices by creating unique passwords for every account, updating them regularly, and never reusing or sharing them with unauthorized individuals. Enable multi-factor authentication wherever possible to add an extra layer of protection.

Because the compromised information is limited, we believe the risk of identity theft or financial fraud is extremely low.

You may consider filing a police report with your local law enforcement agency if you believe you have been affected by this incident.

### **FOR MORE INFORMATION**

If you have any questions or concerns about this incident, please contact our dedicated support team:

- Secure web form: [webhostinghub.com/responseteam0306](https://webhostinghub.com/responseteam0306)
- Email: [responseteam0306@webhostinghub.com](mailto:responseteam0306@webhostinghub.com)
- Phone: If calling from North America you can call us toll-free at +1-833-757-2223, or if you are outside of North America you can reach us at +1-757-296-8561 (charges may apply)

We sincerely apologize for any inconvenience or concern this incident may have caused. Protecting your personal data and maintaining your trust remains our top priority.

Sincerely,

**WEB HOSTING HUB, INC.**

Security Incident Response Team