

Apology and Report Regarding Erroneous Attachment of File Containing Personal Information

Recently, an incident occurred in which a file containing personal information belonging to our customers was sent by mistake to a third party.

We would like to state our deep regrets and apologize unreservedly to everyone affected by this incident for the great inconvenience and concern that it may have caused.

An outline of the incident and the actions we have taken to address it are as follows.

1. Outline

On June 18, 2026, a TTDC team member sent an email to one of our business partners and mistakenly attached a file containing personal information belonging to other parties. This incident was subsequently discovered on July 8, as part of a routine internal audit. We immediately launched efforts to identify the scope and address the impact of the incident.

2. Content of information in attachment

The attached file contained partial information transcribed from business cards received by TTDC team members.

Number of affected parties: The file contained information belonging to 1,228 people.

Details contained in file: Company information (company name, department, and position within the company), name, work-related contact information (company address, telephone number, fax number, and email address)

However, it should be noted that the attached file did not include credit card, My Number card, or similar information.

3. Actions after discovery of incident

After the incident was discovered, we immediately notified the people to whom the attachment had been sent in error and asked that they delete both the email and attachment. We received confirmation from all the recipients that the information had been deleted.

We then made efforts to contact the parties to whom the erroneously attached personal information belongs.

We explained the details of the incident and apologized to everyone that we were able to contact.

This incident has also been reported to our Personal Information Protection Committee.

4. Risk of secondary damage

At the current time, we have not identified any signs that the information has been distributed to a third party or used in any fraudulent manner.

5. Causes

This incident was caused by insufficient confirmation before sending an email. As a result of this carelessness, a file containing personal information was attached to an email and sent by mistake.

We are taking this incident very seriously and we intend to redouble our efforts to confirm our handling of personal information. At the same time, we are continuing to study operational and systematic ways of preventing the erroneous transmission and attachment of personal information to prevent the recurrence of any similar incident.

Inquiries about this incident:

Toyota Technical Development Corporation

[Personal Information Handling Inquiry Desk](#)