

[Appendix]

■ Details of the impact of this incident

<Information related to users>

1. 253,229 records*¹ of personal data about users (including 114,738 of Japanese users)

*Estimates are not included. Estimates are described below in "■Other Estimates"

(1) Information related to messages

- 57 records of reaction-related information*² (including 0 of Japanese users)
- 12,945 records of talk room types, talk senders' and receivers' country/gender/age group/OS, talk room creation paths, etc. (including 8,196 of Japanese users)

(2) Information related to free calls

- 7,981 records of the number of times the call page is displayed, number of users on the call page, type of call termination, etc. (including 697 of Japanese users)

(3) Information related to LINE VOOM

- 32,972 records of content posting times and dates, total number of followers/friends, OS version information, posted video's start and end times, etc. (including 15,459 of Japanese users)

(4) Information related to LINE Official Account

- 11,728 records of Official Account creation paths, LINE user internal identifiers, user's Official Account setting information (block/hide/turn off notifications, etc.), Official Account names, price plans, etc. (including 10,388 of Japanese users)

(5) Information related to 'Reserve with LINE'

- 386 records of account creator's names, partner types, number of Official Accounts, number of reservations, number of users, etc. (including 386 of Japanese users)

(6) Information related to LINE app/platform

- 103,527 records of LINE user internal identifiers/country/OS/gender/age group, timestamps, sticker creator internal identifiers/country, identifiers of stickers, internal identifiers of sticker purchasers/purchase date, etc. (including 3,009 of Japanese users)

(7) Information related to LINE Mini App

- 31 records of internal identifiers of users who have consented to terms, times and dates of use, internal identifiers of service users, number of users, etc. (including 31 of Japanese users)

(8) Information related to LINE GIFT

- 304 records of store names set by the businesses that opened the stores/shops' internal identifiers, shops' total sales amounts, etc. (including 304 of Japanese users)

(9) Information related to LINE NEWS

- 35,844 records of Official Account creator information, news article's traffic source information, browsing history of users who read news articles, etc. (including 35,844 of Japanese users)

(10) Information related to LINE SURVEY

- 9,999 records of internal identifiers of users who played videos in the survey (including 9,997 of Japanese users)

(11) Information related to LINE MUSIC

- 20 records of artist names, song titles, daily ranking (including 20 of Japanese users)

(12) Information related to LINE Commerce Platform (Taiwan only)

- 1 record of authorization number issued by the payment agency for the payment method used by the user (including 0 of Japanese users)

(13) Information related to LINE TODAY (Taiwan only)

- 20 records of LINE user internal identifiers, month of viewing articles, articles' category name/management identifiers, view counts of news categories, etc. (including 0 of Japanese users)

(14) Information related to LINE Ads Platform (Taiwan only)

- 2,020 records of LINE user internal identifiers, internal identifiers of delivered advertisements, name/identifier/generation dates of tags embedded in advertisements, etc. (including 0 of Japanese users)

(15) Other relevant information

- 31,247 records of LINE user internal identifiers/country/OS, hashed phone numbers*³/email addresses*³/LINE IDs*³, LINE app version information, etc. (including 30,403 of Japanese users)

(16) Information related to LINE Developers

- 4,148 records of provider's names set by the developer using LINE Developers, provider's internal identifiers, country in which service is offered by provider, etc. (including 4 of Japanese users)

2. 18,666 records of information about communications privacy (including 8,950 of Japanese users)

*Estimates are not included. Estimates are described below in "■Other Estimates"

(1) Information related to messages

- 40 records of reaction-related information (including 0 of Japanese users)

- 1,687 records of internal identifiers of message senders/receivers, message types (text, image, videos, etc.), chat room internal identifiers, etc. (including 648 of Japanese users)
- (2) **Information related to free calls**
 - 7,054 records internal identifiers/country/OS of call users, voice call types (voice call, video call), call times and dates, etc. (including 697 of Japanese users)
- (3) **Information related to LINE VOOM**
 - 9,794 records of ID/URL of posted content, LINE user internal identifiers, playback times of posted content, internal identifiers of applied effects/music to posted content, etc. (including 7,525 of Japanese users)
- (4) **Information related to LINE Official Account**
 - 33 records of Official Account internal identifiers/country, number of message send attempts/number of successful message sends, sent messages' times and dates, etc. (including 22 of Japanese users)
- (5) **Information related to 'Reserve with LINE'**
 - 58 records of reservation creation dates, partner names, names of businesses using 'Reserve with LINE', etc. (including 58 of Japanese users)

*1 This number also includes the number of records of information about communications privacy.

*2 Emojis used to react to messages or images exchanged between users indicating emotional responses. There has been no confirmation of leaks related to other chat message content.

*3 79 records of phone numbers irreversibly encrypted based on certain rules of specific strings of characters or sequences of numbers (including 3 of Japanese users), 16 records of email addresses (including 4 of Japanese users), 17 records of LINE IDs (including 1 of Japanese users)

<Information related to business partners, etc.>

86,122 records of personal data related to business partners, etc.

- 86,071 records of email addresses*¹ of business partners, etc.
- 51 records of business partners' employee names, affiliations (company, department), email addresses, etc.

*1 Email addresses not belonging to our company's (including our group companies) domain, which were included in our mailing list.

<Information related to employees and other personnel>

59,644 records of personal data related to employees and other personnel

1. 6 records of personal data related to employees and other personnel in the document management system

- 6 records of names, emergency contacts

2. 51,347 records of personal data related to employees and other personnel in the authentication system

- Name, employee number, email address, affiliations (company, department), etc.
30,409 records of our company and our group companies; 20,938 records of NAVER and its group companies

3. 1,311 records of personal data related to employees and other personnel within the internal communication system (email)

- 1 record of external site ID/password
- 1,310 records of employee portraits, etc.

4. 6,089 records of personal data related to employees and other personnel within the internal communication system (file sharing system)

- Information identifying employees and other personnel, employee portraits

5. 20 records of personal data related to employees and other personnel within the internal portal system and its settings

- Various notifications of the internal portal, etc.

6. 319 records of personal data related to employees and other personnel within the employee search and display system

- Information identifying employees and other personnel, employee portraits

7. 552 records of personal data related to employees and other personnel within the anti-virus management server

- Names, employee numbers, email addresses, affiliations (company, department), etc.

■Other estimates

Due to the difficulty of confirming the target information and specific number of records when the unauthorized access occurred, estimates are based on the information and number of records that could be verified during our investigation.

<Information related to users>

1. 49,751 records of personal *data* related to users*¹ (including 15,454 of Japanese users)

- (1) Information related to free calls**
 - 3,599 records of country/OS of call users, voice call types (voice call, video call), call termination status types, etc. (including 25 of Japanese users)
- (2) Information related to LINE VOOM**
 - 58 records of posted content internal identifiers, LINE user internal identifiers, content posting dates and times, playback times, etc. (including 0 of Japanese users)
- (3) Information related to LINE Official Account**
 - 10,111 records of Official Account internal identifiers, name/category information of Official Account, price plans, number of Official Account's friends, etc. (including 73 of Japanese users)
- (4) Information related 'Reserve with LINE'**
 - 51 records of reservation stores' Official Account information, starting dates of using 'Reserve with LINE', number of reservations, number of reservation attendees, number of reservation cancellations, etc. (including 51 of Japanese users)
- (5) Information related to LINE App/Platform**
 - 172 records of LINE user identifiers, user device identifiers/brands, OS types and versions, etc. (including 62 of Japanese users)
- (6) Information related to LINE Mini App**
 - 120 records of provider company's name/site URL/postal code/address, etc. (including 120 of Japanese users)
- (7) Information related to LINE Ads Platform**
 - 2 records of LINE user internal identifiers, advertisement view history, Official Account follow information, tag creation dates, etc. (including 2 of Japanese users)
- (8) Information related to LINE Wallet**
 - 1,583 records of LINE user internal identifiers, location information (latitude and longitude) of stores featured in LINE flyers, click counts and view counts in the wallet tab, etc. (including 1,200 of Japanese users)
- (9) Information related to LINE Coupon**
 - 191 records of coupon-issuing shop management internal identifiers, shop names, age group of coupon users, number of coupon users by gender, etc. (including 191 of Japanese users)
- (10) Information related to LINE NEWS**
 - 712 records of Official Account internal identifiers/number of friends, article distribution dates, article category internal identifiers, etc. (including 712 of Japanese users)
- (11) Information related to LINE MUSIC**
 - 252 records of attribute information of LINE MUSIC users, number of times using LINE MUSIC app, etc. (including 252 of Japanese users)
- (12) Information related to LINE MANGA**
 - 12,718 records of LINE user internal identifiers, LINE MANGA registration dates, user attribute information, publishers' internal identifiers and their associated publishers' names/work names, etc. (including 12,718 of Japanese users)
- (13) Information related to LINE SHOPPING (Thailand only)**
 - 10,000 records of LINE user internal identifiers, statistical information on page views/shop visits, etc. (including 0 of Japanese users)
- (14) Information related to LINE Ads Platform (Taiwan only)**
 - 10,025 records of tag names embedded in advertisements, LINE user internal identifiers, news article category internal identifiers, click counts (including 0 of Japanese users)
- (15) Information related to LINE SPOT (Taiwan only)**
 - 40 records of internal identifiers for spot information, location information for spot information (latitude and longitude), etc. (including 0 of Japanese users)
- (16) Information related to LINE Business Manager**
 - 157 records of account information of LINE Business Manager, account authentication status, etc. (including 48 of Japanese users)

*¹ This number also includes the number of records of information about communications privacy

2. 3,573 records of information about communications privacy (including 31 of Japanese users)

- (1) Information related to free calls**
 - 3,559 records of country/OS of call users, voice call types (voice call, video call), call times and dates, etc. (including 25 of Japanese users)

(2) Information related to LINE Official Account

- 14 records of target group internal identifiers/names/creation dates, number of target users for target groups for distribution, Official Account countries, Official Account names, etc. (including 6 of Japanese users)

<Information related to business partners>

89 records of personal data related to business partners

1. 7 records of personal data related to business partners within the internal communication system (Talk)

- Names, email addresses

2. 82 records of personal data related to business partners within the internal communication system (Slack)

- Slack profile information (profile names, icons, affiliated organizations, email addresses, free-form fields)

<Information related to employees and other personnel>

70,671 records of personal data related to employees and other personnel

1. 21 records of personal data related to employees and other personnel within the internal communication system (Talk)

- 12 records of email addresses
- 3 records of phone numbers
- 6 records of information regarding candidates for employment at our company (names, referring companies, selection status, etc.)

2. 2,164 records of personal data related to employees and other personnel within the internal communication system (file sharing system)

- Information identifying employees and other personnel, employee portraits

3. 68,486 records of personal data related to employees and other personnel within the internal communication system (Slack)

- Slack profile information (profile names, icons, affiliated organizations, email addresses, free-form fields)

**Note: The number of records potentially leaked is indicated as the maximum value.*