



## Notice of Data Security Incident

Dear you,

We value your trust and take the privacy and security of your personal information seriously. We are writing to inform you of a recent data security incident that may have involved some of your personal information. We believe transparency is essential, and we want you to have accurate, timely information as we continue our investigation.

### What Happened

On **10/28/2025**, we identified unusual activity within **our file storage system (AWS S3)**. We immediately initiated an internal investigation to determine what occurred. Based on what we know today, the incident appears to have taken place on or before **10/28/2025**.

There is currently **no evidence of fraud or misuse** of the information involved. However, we are notifying you out of an abundance of caution and in accordance with Maine law.

### What Information Was Involved

Our investigation indicates that the following information **may have been accessed**:

- **Images of Driver's Licenses for some of our users**

It appears licenses may have been accessed. We are notifying all customers out of an abundance of caution as we continue to investigate.

**No payment card information was compromised. Payment card information is stored in a separate, secure system.**

## What We Are Doing

We acted quickly and have taken the following steps:

- Contained and secured the affected systems
- Reset system credentials and enhanced access protections
- Notified appropriate authorities and regulatory agencies as required
- Implementing additional system monitoring, logging, and safeguards

## What You Can Do

We recommend the following precautionary steps:

- Remain alert for suspicious emails, calls, account activity, or requests for personal information
- Review bank, credit card, and financial statements regularly
- Change your passwords and enable multi-factor authentication
- Consider placing a fraud alert or security freeze with credit bureaus

To contact the nationwide consumer reporting agencies:

- Equifax: 1-800-525-6285 | [www.equifax.com](http://www.equifax.com)
- Experian: 1-888-397-3742 | [www.experian.com](http://www.experian.com)
- TransUnion: 1-800-680-7289 | [www.transunion.com](http://www.transunion.com)

You may also obtain a free credit report at [www.annualcreditreport.com](http://www.annualcreditreport.com) or 1-877-322-8228.

## Our Commitment to You

We are committed to protecting your information, learning from this event, strengthening our security practices, and maintaining your trust. We understand this news may be concerning and sincerely apologize for any inconvenience, uncertainty, or frustration this incident may cause.

## Questions or Support

We are here to help. Please contact us:

- **Dedicated Incident Support Email:** support@remarketspace.com
- **Phone:** (763) 202-7252
- **Support Hours:** Monday–Friday, 8:30 AM–3:30 PM CST
- **Mailing Address:** 9643 161st Ave NW, Elk River, MN 55330

Sincerely,

**Benjamin Scharf**

**CEO**

**Remarket Space**

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