

Sent via email

Subject:

Important Notice: Security Incident Affecting Your Stokke Order Information

Dear [Customer],

We are writing to inform you that we recently learned of a security incident involving one of our service providers. This service provider managed a limited amount of personal information relating to your Stokke order or return but had no direct connection to Stokke's internal customer data storage. As the impact was limited, we are providing you with this courtesy notice and including free resources and steps you may wish to take if you'd like to more closely monitor your personal data.

We sincerely apologize for this incident and understand the concern it may cause. Protecting the personal information entrusted to us, and by extension to our service providers, is something we take extremely seriously. As soon as we became aware of the incident, we initiated a thorough investigation with the service provider to ensure the the scope of the incident was limited and worked with them to ensure they implemented appropriate corrective measures.

What Information Was Involved

Based on our investigation, we can confirm that the information that was accessed included:

- Your email address
- Your phone number
- An order or return reference number

The data accessed did not identify Stokke as the retailer associated with the order or return and did not include other detailed information about your order.

Importantly, the information also did **not** include any payment card details, bank account information, passwords, customer account credentials, postal addresses or other sensitive personal information.

What We Are Doing

Protecting our customers' personal information is extremely important to us. We carefully select the partners we work with and expect them to maintain strong security and data protection standards.

Since learning of this incident, we have been working closely with external advisers and the relevant authorities to investigate and assess the incident and its potential impact. We are also working with the service provider to ensure that remedial action is taken and additional safeguards are put in place.

What You Can Do

At this time, neither we nor our service provider have identified any evidence that the affected information has been misused, published, or used for fraudulent purposes. However, because genuine order or return information was involved, there is a possibility that it could be used to create phishing emails, text messages, or be used to make phone calls sound more convincing.

We are sharing this information with you so that you can remain alert to any unexpected communications relating to an order or return. We also hope you will find these tips and resources useful in many circumstances.

In general, it's best to ignore unsolicited calls, emails, or texts. If you do engage, please take extra caution if you receive an unexpected email, text message, or phone call, particularly if you are asked to:

- Click on any link
- Provide payment information
- Share passwords or login details
- Confirm personal information
- Download attachments or software

If you are unsure whether a communication is genuine, particularly when the communication seeks personal or sensitive information, please do not respond or click on any links. Instead, disconnect from the suspect communication and contact the company or individual directly through an official customer service channel or a known number you have for the individual or contact. Do not utilize numbers or information provided by the suspicious contact

Additionally, there are also a number of free resources you may wish to use to monitor and protect your personal information.

You may take advantage of annualcreditreport.com or you may call them at 1-877-322-8228. You may request a copy of your personal credit report, and you can review it for accuracy. Should you find inaccurate information, you can contact the three major credit bureaus at this information below for more information on how to correct or update information.

Equifax Information Services, LLC	Experian	TransUnion Consumer Solutions
PO Box 740256 Atlanta, GA 30374	PO Box 4500 Allen, TX 75013	PO Box 2000 Chester, PA 19016
1-888-378-4329	1-888-397-3742	1-800-916-8800
equifax.com	experian.com	transunion.com

You may also place a free credit freeze on your credit report, which helps to stop others from opening accounts in your name.

While this incident did **not** expose any banking, credit, payment, account, or other sensitive customer information, it is good practice to routinely monitor your personal accounts and alert your bank or financial institutions if you see any unusual activity.

We sincerely regret that this incident occurred and apologise for any concern it may cause.

If you have any general questions regarding this incident, please contact Stokke Customer Service. You may also contact Stokke's Data Protection Officer at DPO@stokke.com regarding questions about the processing of your personal data.

Kind regards,

Stokke Customer Service Team