



Attorney General, New Hampshire

April 12, 2022

Re: Personal Information Data Breach

To whom it may concern,

This notice will serve to inform you of a data breach within our systems. The personal information of an estimated 8 New Hampshire customers was potentially accessed. Information at risk includes customers' names, mailing addresses, email addresses and credit card details.

Our internal investigation uncovered that a malicious script was inserted into our systems on or around July 21, 2021. The script was discovered on April 7, 2022 and was immediately removed. We temporarily shut down our website, reset all passwords and conducted a thorough investigation. We are monitoring for any new activity and are developing a plan for increased vigilance.

We have notified all impacted users by email and are available to answer any questions or concerns they may have.

Contact details for Maplesoft are below.

Signed:

Laurent Bernardin
President and CEO
Waterloo Maple Inc. ("Maplesoft")

Data Protection Officer: Gayle Horyn

Gayle Horyn
615 Kumpf Drive
Waterloo, ON, N2V 1K8, Canada
Email: privacy@maplesoft.com
Tel: 1-519-883-0125
www.maplesoft.com

Subject: Security Update – Data Breach

From Name:

Signature at the bottom: Laurent

I am writing to you today to notify you of a data breach that recently occurred in our online store.

We are reaching out to inform anyone who has been affected by this incident. Unfortunately, your payment card details, email, billing address and name, may have been included in this data breach.

What happened?

On Thursday, April 7, 2022 we were contacted by a customer, who suspected their payment card had been compromised following a transaction they completed in our store. During our investigation we discovered that a malicious script had been placed in our online store. As a result, the perpetrators were able to gain access to financial information as customers made transactions. We took immediate action to secure our systems which included temporarily shutting down our online store and website. Because you completed a transaction in our store while this script was in place, we are notifying you about this breach.

What now?

We have removed the malicious script from our online store and we are actively monitoring our platforms and systems to ensure that no further customer data is compromised. We strongly recommend that you immediately contact your payment card provider and inform them of this breach so that they can issue you a replacement card. We also recommend that you review your financial statements and report any suspicious transactions to your card provider.

We sincerely apologize for the worry and inconvenience this incident has caused. If there is anything we can do to assist you, please email Gayle Horyn, our data protection officer, at privacy@maplesoft.com weekdays between 9am and 5pm EST.

Kind regards,

Laurent Bernardin
President & CEO
Maplesoft