

Subject: Important – Attempted fraud by email, messaging or telephone

Dear Guest,

We would like to inform you of a security incident affecting our IT provider. Medialog, the publisher of the property management system (PMS) used by approximately 2,000 hotels in France, including Hôtel Princesse Caroline, was the victim of a cyberattack between September 27 and October 5, 2026.

What data is affected?

Based on the information available to us to date, the following information may have been accessed: identity (title, last name, first name, nationality), contact details (postal address, email, telephone number, depending on what the guest provided at the time of booking), and the amount of the deposit, where applicable.

What data is not affected?

No banking data (card number, expiry date, security code) was exposed. No identity document, nor its number, was exposed. Measures taken Medialog immediately shut down the affected service and overhauled the authentication of its web modules. It has also restricted search functions to prevent any mass extraction of data. Medialog has notified the incident to the CNIL (the French data protection authority). We have also carried out the necessary steps with the CNIL ourselves.

What is the risk?

The attackers may attempt to contact some individuals by email, text message or messaging apps, with a fraudulent link, while posing as the hotel and citing the dates of their stay. The risk is targeted phishing or fraudulent solicitation aimed at obtaining personal or banking information.

What we ask of you

Be vigilant regarding unexpected emails, text messages or calls referring to your stay or reservation. They could be phishing attempts. Do not click on any link received by email, SMS, WhatsApp or Signal.

Never share your banking details or passwords in response to an unsolicited message. The hotel will never ask you for them by email.

If you have already clicked on a link or entered information, contact your bank promptly. You can also report the incident on the official platform [Cybermalveillance.gouv.fr](https://cybermalveillance.gouv.fr), although to date no guest has contacted us to report any such attempt.

You may exercise your rights of access, rectification and erasure by writing to contact@hotelprincessecaroline.fr. You may also lodge a complaint with the CNIL (www.cnil.fr).

We deeply regret this incident and any inconvenience it may cause you. We have asked Medialog for written clarification, and we remain at your disposal for any questions.

THE HOTEL WILL NEVER CONTACT YOU DIRECTLY VIA TELEPHONE MESSAGING. DO NOT CLICK ON ANYTHING, AND IF IN DOUBT, CONTACT US. We take this incident very seriously and remain fully at your disposal for any questions, by telephone at 01 58 05 30 00 or by email at contact@hotelprincessecaroline.fr, using our usual contact details.

We apologize for any inconvenience caused and thank you for your vigilance.

Kind regards,

The Hôtel Princesse Caroline team