

3 May 2023

Dear Customers,

Important – please read carefully.

We write to provide an update in relation to the recent cyber security incident in which we previously informed you that Evide's systems were accessed by an unauthorised third party (“**UTP**”). Thank you for your patience whilst we have been investigating the incident. We apologise for any inconvenience caused.

As you will appreciate, investigating a cyber-security incident is exceedingly complex and takes significant time. We have been advised that as is standard practice in these situations, we needed to wait until we had a fuller understanding of the incident before sending further communications.

Our previous updates informed you that we were operating on the assumption that all of our clients' data has been exfiltrated from our systems as all of the data was deleted and the database list provided by the UTP corresponds to the databases held on our systems. However, we advised that there were some anomalies in the evidence. We are pleased to report that our further investigations have led us to conclude that your client's data was not amongst that taken by the UTP.

Current position

Further to our last update, we have received further communications from the UTP and have carried out further analysis and investigations which have led us to believe that your data has not been exfiltrated as a result of the breach. This conclusion has been based on the following factors:

- The detailed list of data tables alleged to have been taken and provided by the UTP does not include any tables from your database.
- We obtained from the UTP a folder of all email addresses abstracted from across the stolen data. This does not contain any information from your data.
- Screenshots of data provided by the UTP do not include your data.
- There appears to be a pattern to the allegedly abstracted data which means it relates to clients with organisation names very early in the alphabet only.
- The UTP has indicated the size of the data held and this is of a relatively small size, even allowing for when data is compressed, compared to the total data we process. We know that the data dump was exported by the UTP in CSV format. All attempts by our investigators to replicate the data dump in size, have resulted in much larger file sizes than that indicated by the UTP. We have concluded that the UTP does not hold all of our data and this corroborates the picture presented by the list of data tables, screenshots and abstracted email addresses.

Therefore, we have reached the view that the only impact on your data appears to be its deletion which we have successfully been able to restore, in any event.



Next steps

As we have set out previously, we take our data protection responsibilities extremely seriously and greatly respect the data that we hold on behalf of people. I hope you know from your work with us that we put our clients first. Protecting personal data has always been, and continues to be, one of our top priorities. We implemented plans to mitigate the issue, with appropriate independent specialist support, quickly and efficiently. We are continuing to invest and enhance our systems and are taking all measures practically possible to prevent this occurring again.

Please accept our deepest apologies for any inconvenience or concern this incident might have caused you.

Your sincerely

A handwritten signature in black ink, appearing to read 'Niall O'Doherty'.

Niall O'Doherty

Company Director

Evide