2026/10/22 Important Notices

# [Update] Regarding the possibility of personal information leakage due to unauthorized access to the email distribution service "Blastmail"

[Updated Friday, October 23, 2026, at 5:00 p.m.]

Thank you very much for your continued support of JR-West Hotels.

Regarding the notice we issued on October 23, 2026, titled “Possible Personal Information Leak Due to Unauthorized Access to the ‘BlastMail’ Email Distribution Service,” we would like to report that, following an internal investigation by the operating company, LuxLight Cloud Co., Ltd., no leak of customer information has been confirmed.

We sincerely apologize for any concern this may have caused our customers and all relevant parties.

Please note that an investigation by an external specialized agency is scheduled to take place in the future, and it is possible that new evidence of a leak may come to light during the course of that investigation.

We ask that our customers continue to be vigilant against suspicious emails purporting to be from our company or our hotels, and refrain from opening any URLs or attachments contained in such messages.

Should any new information come to light, we will promptly announce it on our website.

The following is the text of our initial announcement.

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newsletters to our customers, was subject to unauthorized access by a third party. As a result, it has been determined that the personal information of some customers, including email addresses, may have been compromised.

We sincerely apologize for any concern this may have caused our customers and all relevant parties. We have reported this matter to the Personal Information Protection Commission.

1. Personal Information That May Have Been Compromised and Affected Customers
The affected customers are a subset of those registered for the email newsletters at Hotel Granvia Osaka, Hotel Granvia Okayama, and Hotel Granvia Hiroshima.
The information that may have been compromised is as follows:
・Email address
・Full name

2. Background
The company operating this service has confirmed unauthorized access by a third party, and it has come to light that some of the personal information of customers handled by our company through this service may have been viewed or obtained by a third party.

3. Current Measures and Request to Customers
The operating company is currently conducting a detailed investigation to determine whether any information related to our company was involved, as well as the number of affected cases and the scope of the impact.
Furthermore, as of now, we have not confirmed any instances of suspicious emails or unauthorized use resulting from this incident.
If you receive a suspicious email purporting to be from our company or one of our hotels, please do not open any URLs or attachments in the message and delete the email immediately. Please exercise extreme caution and do not enter any personal information, credit card details, IDs, passwords, or similar information via URLs provided in suspicious emails.
Should any new information come to light, we will promptly post an update on our website.

[Contact Information Regarding This Matter] (Weekdays 10:00 a.m. – 6:00 p.m.)
Hotel Granvia Osaka　Marketing Department　TEL: 06-6347-1432
Hotel Granvia Okayama　Planning Department　TEL: 086-233-1709
Hotel Granvia Hiroshima　Sales Planning Department　TEL: 082-262-1111

Apology and Correction] Regarding the content of posts such as Instagram Stories
Apology Regarding the Serving of Expired Products During Dinner at "UmiShima Dining"
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JR West Group Basic Policy on Customer Harassment JR West Group Policy to Prevent Job-Hunting Harassment
Basic Policy for Preventing Bribery of Foreign Public Officials For Guests with Food Allergies →
Requests regarding photography and videography Request regarding the use of mobile batteries →
Disclosure Based on the Specified Commercial Transactions Act Terms of Use / Accommodation Agreement →
Banquet Regulations About the best rate →

HOTEL GRANVIA

Hotel Granvia Kyoto
Hotel Granvia Osaka
Hotel Granvia Wakayama
Hotel Granvia Okayama
Hotel Granvia Hiroshima
Hotel Granvia Hiroshima South Gate

HOTEL VISCHIO by GRANVIA

Hotel Vischio Kyoto
Hotel Vischio Osaka
Hotel Vischio Amagasaki
Hotel Vischio Toyama

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