

**STATEMENT FROM CONVERGE DATA PROTECTION OFFICER**

**10 March 2022**

Converge Information and Communications Technology Solutions Inc. (the “Company”) assures our customers that we respect the privacy of their personal information entrusted to us, and uphold the rights of our customers as our data subjects.

The Company’s GoFiber app was the subject of a data breach involving the personal information of our customers, where unauthorized third parties attempted to view certain account details of other subscribers. On-going data analysis is being conducted and our investigation shows that this is an isolated incident and a small portion of our customer base was affected. **Apart from the potential unauthorized viewing of the personal information, we have no evidence to date that any personally identifiable information has been misused.**

Upon discovery of the breach, the next higher level of improvement was immediately instituted. Based on our records, no further personally identifiable information was compromised after implementing the additional security measures. Thus, we would like to assure users of the GoFiber app that only they can access their personal information linked to their own accounts. Notifications have been sent to the National Privacy Commission and the affected customers, in compliance with the Data Privacy Act of 2012, its Implementing Rules and Regulations, and relevant issuances.

We sincerely apologize to our customers who were affected by this incident and the concern that this may have caused the public. We would like to advise our customers not to provide any personal information to anyone who may contact you claiming to be the Company’s representative. Kindly ensure that you take the necessary steps to securely log-in to your GoFiber App. Keep your security details to yourself and never give out your OTP, password, and other security information via email, SMS, or call.

For any service-related concerns or issues, we may be reached through our official channel [customercare@convergeict.com](mailto:customercare@convergeict.com). For any privacy concerns involving this incident, please reach out to [privacy@convergeict.com](mailto:privacy@convergeict.com) and we will assist you on the exercise of your rights as a data subject.

We would also like to assure the rest of our valued customers that their personal information remains safe with us and is not affected by this incident.

The Company is firmly committed to protecting customer information and upholding privacy rights. We assure everyone that we will continue to employ the most advanced security measures to secure our network and systems.###

**Atty. LAURICE TUASON**  
***Data Protection Officer***  
**Converge ICT Solutions Inc.**

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