



Reg No. 2013/203412/07  
VAT No. 4800276869

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Tel: 021 534 0744

## **NOTIFICATION OF A DATA BREACH IN TERMS OF SECTION 22 OF THE PROTECTION OF PERSONAL INFORMATION ACT, 4 OF 2013**

We would like to inform you that Pallet Cycle (Pty) Ltd takes the protection of personal information very seriously. We have implemented strict measures to safeguard personal data and prevent any breaches.

Unfortunately, we hereby notify you in accordance with section 22 (1) (a) of the Protection of Personal Information Act, 4 of 2013 (POPI) and all other applicable data protection laws and regulations, that Pallet Cycle (Pty) Ltd has fallen victim to a data security compromise in that it has come to our attention that our email domain was infiltrated by an unauthorised external party. We therefore have reasonable grounds to believe that the personal information of some of our data subjects have been accessed, deleted, or acquired by the aforementioned unauthorised external party.

### **Details of the Breach**

The compromised email domain included personal information such as:

- E-mail Addresses
- Names
- Phone Numbers
- Addresses

We became aware of the breach when a customer called into the office to enquire about an email they received from our company email address, containing an attachment that their firewall alerted as a threat. Upon investigation we realised that our email domain was indeed compromised.

As soon as we identified the issue, we implemented the following measures:

- We contacted our IT service provider, who thoroughly investigated the issue together with with our email service provider
- They confirmed the issue; and subsequently changed the password that prevented the unauthorised party from regaining access to the email domain [31 March 2026].



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- Our IT Service Provider also performed a virus detection test to ensure that no other personal information was compromised by the unauthorised external party.

Despite these actions, it is possible that data was accessed and misused before these steps were taken.

### **Potential Impact**

The breach may have resulted in:

- Unauthorised individuals accessing and using personal data to send out phishing emails
- Potential deletion or alteration of client, employee, or stakeholder information from the email domain

### **Measures taken to prevent similar data breach:**

As part of this data security incident and bearing in mind the type of information or data relating to the incident, we have carried out a full investigation. We are of the opinion that further unauthorised access to the information is highly unlikely.

To mitigate the risk that such data compromise could pose, we conducted a full risk assessment to further strengthen the appropriate processes and organisational measures in place to prevent unlawful access to information held by us.

In the meantime, our company will continue its investigation into this matter and take all steps available to maintain confidentiality, prevent loss, unauthorised access and damage to information by unauthorised parties.

We take the protection of personal information seriously and want to reaffirm our commitment to the processing of your personal information in accordance with the provisions of the POPI Act.

Please contact our Information Officer should you require any further information pertaining to the breach.

Information Officer Name: Jacqueline Deary  
Contact number: 021 534 0744  
Email Address: [jackie@palletcycle.co.za](mailto:jackie@palletcycle.co.za)