



INADVERTENT DATA BREACH

Connect Saint Helena Ltd (Connect) would like to make the public aware that the Company has experienced a data breach.

It has come to our attention that an inadvertent data breach has arisen in relation to a document provided to the Utilities Regulatory Authority (URA) by Connect to inform the URA in its decision making processes. This document has also been forwarded to a number of different people for the purposes of consultation on the proposals contained within the document.

Connect has identified that the electronic word version of the document contained embedded source data behind the graphs that could be accessed by someone trying to access it. The source data includes budget information and individual consumer details. The consumer details list the customer's reference number, the customer's name, and the customer's previous consumption data. All domestic consumers are listed.

This constitutes a significant data breach and Connect offers its most sincere apologies to all consumers for the unintentional error that has led to this.

It will be clear to anyone accessing the data that it is confidential and should not be accessed or used and was not intended to be disclosed.

The document was provided for a particular purpose and it was not intended that the information embedded in the electronic graphs would be accessed by others. Similarly, when the document was forwarded by the URA it would not have been intended that the data embedded in the document would be used or accessed. The document was provided solely for the purpose of providing the recipients with an opportunity to be consulted on the proposals within the document. By implication it was assumed that the recipients would respect the purpose for which the information was sent to them and would not abuse the trust placed in them, by the document being sent to them.

Connect is thankful to and acknowledges the assistance of those recipients of the document who have raised with us the fact that the embedded data can be accessed.

Connect would request that anyone who received the electronic document does not attempt to access the source data and that the email forwarding the document is permanently deleted from their systems. A copy of the document without the source data can be provided by Connect to any person who requires a copy. Please contact our enquiries line on tel. 22255 or email enquiries@connect.co.sh in order to obtain a copy.

It is expected that anyone who has received the document will appreciate the confidential nature of the information and that they are not authorised or permitted to use, save or distribute the data. Connect will take all legal steps to prevent the data from further circulation or use, particularly as any further circulation or use would be viewed as intentional act now that the error has come to light.

Connect apologises for the fact that this unintentional error has occurred. Our focus is now on ensuring that we lesson learn from this incident. We will endeavour to ensure that such an error does not occur in the future. We will review our policy and procedures on data management and data transmission and we will institute company wide training in these procedures.

Connect appreciates that this incident will be cause for concern for our consumers. Anyone with queries on this matter is invited to contact Connect directly. The team at Connect will be happy to meet to talk through your concerns and an appointment can be arranged at the earliest opportunity by contacting our enquiries line on tel. 22255 or email: enquiries@connect.co.sh.

1 September 2023

