



Attorney General's Office

June 3, 2022

**Re: Personal Information Data Breach**

Attorney General,

This notice will serve to inform you of a data breach within our systems, as per the notification requirement. The personal information of 1 Maryland customer was potentially accessed. Information at risk includes customers' names, mailing addresses, email addresses and credit card details.

Our internal investigation uncovered that a malicious script was inserted into our systems on April 20, 2022. The script was discovered on June 1, 2022 and was immediately removed. We have temporarily shut down our payment website and are conducting a thorough investigation. We are actively monitoring our platforms and systems to ensure that no further customer data is compromised and are making changes to our website going forward.

We have notified all impacted users by email and are available to answer any questions or concerns they may have.

Contact details for Maplesoft are below.

Signed:

Laurent Bernardin  
President and CEO  
Waterloo Maple Inc. ("Maplesoft")

**Data Protection Officer: Gayle Horyn**

Gayle Horyn  
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June 2, 2022

Subject: Security Update – Data Breach

From Name: Maplesoft

Signature at the bottom: Laurent

I am writing to you today to notify you of a data breach that recently occurred in our online store.

We are reaching out to inform anyone who has been affected by this incident. Unfortunately, your payment card details, email, billing address and name, may have been included in this data breach.

**What happened?**

On Thursday, June 1, 2022, as part of a routine check, we discovered a malicious script had been injected into our online store. As a result, the perpetrators were able to gain access to financial information as customers made transactions. We took immediate action to secure our systems which included temporarily shutting down our online store. Because you completed a transaction in our store while this script was in place, we are notifying you about this breach.

**What now?**

We have removed the malicious script from our store and we are actively monitoring our platforms and systems to ensure that no further customer data is compromised. We strongly recommend that you immediately contact your payment card provider and inform them of this breach so that they can issue you a replacement card. We also recommend that you review your financial statements and report any suspicious transactions to your card provider.

We sincerely apologize for the worry and inconvenience this incident has caused. If there is anything we can do to assist you, please email Gayle Horyn, our data protection officer, at [privacy@maplesoft.com](mailto:privacy@maplesoft.com) weekdays between 9am and 5pm.

Kind regards,

Laurent Bernardin  
President & CEO  
Maplesoft