

# Volusion Data Security Incident

## **What Happened?**

On or about October 8, 2019, Volusion learned that personal information of some of the customers of our merchant clients may have been improperly exposed as a result of malware placed on Volusion's e-commerce platform. Immediately after learning this, Volusion secured the platform, removed the malware, notified the FBI, began an investigation, and engaged an independent forensic investigator and a qualified Payment Card Industry Forensic Investigator ("PFI"). On March 20, 2020, following a thorough PFI investigation, Volusion confirmed that personal information input by some customers of our merchant clients may have been improperly exposed while making purchases on Volusion-hosted websites between September 7, 2019 and October 8, 2019. We are providing this notice about the incident and information about where individuals can go to get answers to questions they may have about the incident.

## **What Was Involved?**

Based on our investigation, the affected personal information may have included names, addresses, phone numbers, email addresses, credit card numbers, CVVs, and expiration dates. Once the investigation confirmed sensitive information was improperly exposed and the company's platform was secured, Volusion worked diligently to take steps to ensure that the potentially impacted individuals are being notified directly.

## **What Are We Doing?**

Volusion took the steps that are outlined above. In addition, Volusion updated its internal procedures based on the findings of the investigation and added additional safeguards to minimize the chance that an incident like this could occur in the future.

Volusion also established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time and can be reached at **1-833-968-1686**. You may also visit <https://ide.myidcare.com/volusion> for more information.