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Dear user,

We are reaching out to let you know about a recent privacy breach that may involve some of your personal information. This letter will explain what happened, how we have responded, and how it could affect you.

What happened?

Between July 7 at 20:50 and July 9 at 22:52 EST, Wiris experienced a security breach via Zendesk, our ticketing platform.

An unknown intruder took over one of our Zendesk accounts, gaining access to all the information within Zendesk, and modified some internal processes to send our users potentially dangerous content.

What have we done in response to the breach?

First, we identified the compromised account, and suspended it and all tokens used for automated processes. In addition, we rotated the passwords of all Zendesk's users. Therefore, no external agents can access our ticket system either with a token or with an individual user account.

Having secured our platform, we proceeded to investigate the impact of the data breach. We detected an unusually high number of new tickets and that some of our automation had been modified to send users information not related to our products. **This only affected users who contacted us between July 7 and 9, 2023.**

The modified automation has been cleared, and our ticketing system is working securely now. Fortunately, our security systems avoided the massive sending of unsolicited information; however, you may have received this spam email.

What information was involved?

Checking the intruder's activity during the above-mentioned weekend, we determined that sensible information shared in email threads may have been exposed. **In any case, rest assured that the information exposed does not contain personal data concerning our database of students, teachers or other users, nor passwords.** The attack only impacted individuals who have contacted our Technical Support or Inside Sales teams via Zendesk (at support@wiris.com, info@wiris.com and sales@wiris.com). Personal information potentially exposed is the full name, phone number, or e-mail address of the contact.

What can you do?

Please, watch out for emails and phone calls from people requesting your personal information. If you received an email with content not related to our company or products from us, please delete it.

If you have any questions or concerns, feel free to reach out to us at support@wiris.com or sales@wiris.com.

Maths for More, S.L. (DBA Wiris) sincerely apologizes for the inconvenience and concern this incident may have caused and remains committed to safeguarding the personal information in its care.

Best regards,

The Wiris Team



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