[Important] Exposure of Personal Information Following Unauthorized Access to the External Email Delivery Service

October 28, 2026

We have been informed that unauthorized access by a third party occurred at “blastmail” (operated by RAKUS Light Cloud Co., Ltd. (“RAKUS”)) (“Blastmail”), the external email delivery platform used by “BowNow” (operated by Cloud CIRCUS, Inc. (“Cloud CIRCUS”)) (“BowNow”), which we use. We sincerely apologize for the concern and inconvenience this has caused you.
As a result of this incident, it has been confirmed that personal information of our inquirers registered with the service was exposed externally.
Below is a report on the facts confirmed and our response as of this time.

Overview and Cause of the Incident

Email delivery through Bownow, which we use, was suspended after unauthorized access by a third party was detected at 00:30 on October 21, 2026, at Blastmail (operated by RAKUS), the external SaaS service to which BowNow had subcontracted email delivery operations. It has been confirmed that personal information held by RAKUS and some email recipient data registered with Blastmail were taken outside the service without authorization.
RAKUS is investigating the details, including how unauthorized access occurred and when it began.

Scope of Potential Exposure

The affected information relates to persons whose submissions were sent by email through the following forms.

- Catalog request form on our official Japanese-language website
- Contact form on both our official Japanese-language website and our official English-language website
- Entry form for the Duo First Oil Painting Contest on our official Japanese-language website

- Holbein Scholarship application form on our official Japanese-language website
- Scholarship Exhibition artwork lottery sale form on our official Japanese-language website
- Application forms for various workshops on our official Japanese-language website

Affected information: Name, email address, address, telephone number, etc.
* The specific scope, period, and affected information differ by form.
Affected information from Contact form on our official English-language website are name, email address, comments field and country (optional field).

Information on subscribers to the email newsletter, which was discontinued in August 2026, was deleted after the final mailing.
In addition, the email service that our Sales Department sends to retailers and the workshop application forms at the Art Space use separate systems, so there is no possibility of exposure.

RAKUS, the subcontractor, is analyzing logs and other data, and the exact number of affected records is under investigation.

About the Online Shop

Our official online shop is operated on a separate system and holds no email newsletter registrations or payment-related information such as credit card numbers or PINs. The possibility of exposure is therefore low, and no exposure has been confirmed.

Current Response and Future Outlook

As a precautionary security measure, the affected external email delivery system is currently suspended.
* Because the affected system is now suspended, you can safely submit inquiries through our official English-language website.
We are working with Cloud CIRCUS, the provider of BowNow, to confirm the scope of impact of the information that may have been exposed.
If new facts come to light, we will provide further updates as necessary.
(Updated at 13:00 on November 5, 2026)

Number of records confirmed to have been exposed to date: 4,537

We have sent individual emails of apology and guidance to inquirers whose contact details we were able to confirm.

Precautions for Inquirers (Preventing Further Harm)

At this time, no further harm resulting from this incident has been confirmed. However, the exposed information could be misused to send suspicious emails, postal mail, phone calls, SMS messages, etc., impersonating us or parties associated with us. If you receive unexpected communications, please take the following precautions:

- Do not click URLs (links) in emails or SMS messages.
- Do not open attachments.
- Do not reply to or call the contact details provided.

(We will never ask you for your password, credit card number, or similar information by email, phone, or similar means.)