



19hrs Friday 24th June 2011
Travelodge Statement:

In the last 24 hours, we have been conducting a comprehensive investigation to find out, why a small group of our customers have received a spam email from a third party to their registered email address.

Investigative specialist experts in this field have been working around the clock, to methodically eliminate the possible areas of concern. Our current findings have revealed that a small proportion of data contained on one of our marketing databases may have been compromised. This data related to customers names and email addresses only, which has been used for the spam email.

We can further confirm no financial data has been stolen, accessed or compromised.

All financial data held by us (including credit card information) is held on a stand alone, off site separate server. The data itself is encrypted and complies with current best practice standards and is audited to PCI (Payment Card Industry) requirements.

We informed the Information Commissioner's Office of this issue as soon as we found out. Our investigations are ongoing and our independent experts will continue to work endlessly to find out exactly how this has happened.

We routinely conduct quarterly independent audits to ensure appropriate security controls are in place across all of our IT functions and systems. The most recent tests were undertaken just two weeks ago and we were given a clean bill of health for all of our IT functions, systems and databases.

The privacy and security of our customers' personal information is of the utmost importance to us and we sincerely apologise to our customers who have been inconvenienced by this issue. We will continue to work diligently to protect our customers personal information.

We can also confirm that it is totally safe for customers to continue making bookings with us.

We will update our customers as soon as we have more information to share.