November 3, 2026
For immediate release

Contact:
Corporate Planning Department
Corporate Communications Section
Phone: 81-463-63-0414
Fax: 81-463-63-0552

Notice regarding leak of personal information at e-mail distribution service used by our company

Yokohama Rubber Co., Ltd., has learned that Arara Inc. (hereinafter, Arara), which operates the Arara Message service that distributes e-mails, has experienced unauthorized access by a third party, resulting in the leakage of personal information held by our company.

On October 28, 2026, we were informed by the service provider that outsources our e-mail distribution to Arara Message that some of Arara's servers had recently been subject to unauthorized access. Arara initially reported that no leaks of information held by our company had been identified, but we were subsequently informed on November 3 that some information was leaked.

Types of personal information leaked

Company names and e-mail addresses registered through our "Registration for Reporting Service" and "News mailing list registration."

Yokohama Rubber's response

We have suspended the distribution of the affected news releases and other e-mails since being notified of this unauthorized access on October 28 and reported the incident to Japan's Personal Information Protection Commission.

Future measures

Yokohama Rubber will continue working with Arara to verify the details of this information leak and promptly report any findings that need to be disclosed.

Request to users of the affected services

Please be aware that you may receive suspicious e-mails claiming to be from Yokohama Rubber, Arara Inc., or other related entities. If you receive an unexpected or unfamiliar e-mail, please exercise extreme caution, do not open the e-mail or click on any URLs within it, and simply delete the e-mail.

For information released by Arara Inc.:

https://am.arara.com/info/news/
(Japanese only)