Singapore, 30 October 2020 - Lazada places great importance on protecting your personal information, and we value the trust you have placed with us. On 29 October 2020, as part of our proactive monitoring, our cybersecurity team discovered a data security incident in Singapore, involving a RedMart-only database hosted on a third-party service provider. The customer data hosted on this database is more than 18 months out of date as it was last updated in March 2019.

The customer information that was illegally accessed include the names, phone numbers, emails, addresses, encrypted passwords and partial credit card numbers of RedMart customers. We have taken immediate action to block unauthorised access to the database. This data was used on the previous RedMart app and website, which are no longer in use. Lazada customer data in Southeast Asia is not affected by this incident.

Protecting the data and privacy of our users is of utmost importance to us. Apart from reviewing and fortifying our security infrastructure, we are working very closely with the relevant authorities on this incident and remain committed to providing all necessary support to our users.

We want to be transparent about this incident with all of our customers and reassure you that we are taking it seriously.