

TO CUSTOMERS AND SUPPLIERS - published on the front page of the website in Danish, English, and German

Notification of personal data breach

Dear current and former customers and suppliers,

We hereby inform you that T. H. Thomsen International Handelsaktieselskab has been subject to a data breach. We wish to inform you as early as possible, even though we do not yet have a full overview, so that you can take the necessary precautions.

What has happened?

We are experiencing a system outage, which means that a number of our systems and data are currently inaccessible to us, and that the confidentiality of our data has been compromised as a result of a hacker attack. We are working to clarify what has happened and which data may have been affected.

What does this mean for you?

We are aware that certain data have been copied by unauthorised third parties; however, at this time we cannot determine with certainty whether your information is among those affected.

For a period of time, you may experience delays in communication with us, as well as in order processing, delivery planning, invoicing, and payments. We recommend exercising particular caution if you receive emails or payment requests that purport to come from us.

What measures are we taking?

- We have isolated the affected systems in order to limit the incident
- We have engaged external IT security experts to manage the incident
- We have reported the incident to the Danish Data Protection Agency
- We have initiated work to restore systems and resume normal operations

What should you be aware of?

As this is a hacker attack, we recommend that you remain particularly alert to attempts at phishing or fraud and verify any communications that claim to originate from us.

We apologise for any inconvenience this situation may cause and take the matter very seriously.

We will continue to keep you informed as we gain further clarity on what has occurred. The next update can be expected here on the website on Friday, 8 May 2026.

Yours sincerely,

T. H. Thomsen International Handelsaktieselskab