

IMPORTANT SECURITY NOTICE

Notice to guests with a booking at Camping Océano Atlántico via Booking.com

Zaragoza, 15 April 2026

Dear guest,

We are writing to you regarding your reservation made through Booking.com at Camping Océano Atlántico in Zaragoza. We wish to inform you of a security incident that may have affected your personal data and booking details.

What happened?

We have established that unauthorised third parties unlawfully gained access to the campsite's account on the Booking.com platform. In the course of this intrusion:

- The payment method and the IBAN bank account used to collect reservation payments were altered without authorisation.
- Fraudulent SMS messages were sent to guests requesting bank transfers to a Lithuanian account.
- Guests' personal data may have been extracted, including names, email addresses, postal addresses, telephone numbers, and reservation details.
- The total amount sought through fraudulent transfer requests amounts to €175,000.

The matter has been reported to the National Police (Report no. 5256/26, Zaragoza-San José Station, dated 15 April 2026).

Which data has been affected?

The data to which the attackers may have had access includes:

- Full name
- Email address
- Postal address
- Telephone number
- Booking details (reservation number, dates, payment conditions)

Steps we have taken

- A formal complaint has been filed with the National Police.
- Unauthorised access has been blocked and all security systems have been reviewed.
- This breach has been notified in accordance with Article 34 of the General Data Protection Regulation (GDPR).
- All security systems have been restored and access controls across our payment platforms have been reinforced.

How to protect yourself

⚠ IMPORTANT: We will never make requests of the following nature:

- We will never ask you to share your credit card details by email, telephone, SMS, or WhatsApp.
- We will never ask you to make a bank transfer other than under the payment conditions stated in your booking confirmation.
- If you have received messages or calls requesting payments or bank details, do not comply and contact us immediately.
- Review your bank statements and, should you identify any unrecognised transfer, contact your bank without delay.
- Ensure you have up-to-date antivirus software installed on your devices to guard against phishing attempts.
- Should you receive emails that appear to come from the campsite or from Booking.com, exercise great caution before clicking on any link.

Contact

For any queries or concerns relating to this incident, please do not hesitate to contact:

- Camping Océano Atlántico, Zaragoza – info@zaragozacamping.com – Calle San Juan Bautista Salle, Zaragoza.
- Booking.com – Customer Service, available 24 hours a day, 7 days a week (contact details can be found in your booking confirmation).

We sincerely apologise for any inconvenience this situation may cause you. The protection of your personal data is our highest priority, and we remain committed to continually strengthening our security measures to prevent incidents of this nature from recurring.

Yours sincerely,

Camping Océano Atlántico
Zaragoza, Spain