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# NOTICE OF A DATA INCIDENT AT OUR PAYMENT PROVIDER

21 November 2026

Pedros uses Payfast by Network to process online payments. Payfast has told us that an unauthorised person gained access to its payment database, which is hosted by a third party cloud services provider.

## What information was involved

For customers who paid Pedros online through Payfast, the database held their name, email address and transaction details. Card details were masked, so they cannot be used. Payfast's investigation is still under way, and it has not yet confirmed which customers were affected or who accessed the database.

## What this could mean for you

Someone could use your name and email address to send you emails, SMS messages or calls that appear to come from Pedros or Payfast, in an attempt to get more information or money from you.

## What we are doing

Payfast has started its incident response plan and appointed an independent forensic specialist to investigate. Pedros has reported the incident to the Information Regulator. We will contact affected customers directly once Payfast confirms who they are.

## What you should do

1. Do not respond to any email, SMS, WhatsApp or call that claims to be from Pedros or Payfast and asks for your password, one time PIN or card details. Pedros and Payfast will never ask for these.
2. Do not click on links or open attachments in unexpected messages about your order or payment.
3. Check your bank statements and report anything unusual to your bank.

## Contact us

If you have any questions, please contact us at legal@pedroschicken.co.za.