

EGOMUZO CLOTHING

YOUR BRAND CRAFTED TO PERFECTION

ONTARIO, CANADA

March 2023

RE: Important Security Notice — Customer Data Incident

Dear Valued Customer,

We are writing to inform you of a data security incident that may have affected personal information related to your EGOMUZO CLOTHING account. We want to be fully transparent with you about what happened, how it affected us, and the steps we have taken to make things right.

THE INCIDENT

What happened to us

In early 2023, our security team detected unusual activity within our AWS cloud infrastructure. An attacker had discovered a Server-Side Request Forgery (SSRF) vulnerability in our checkout API gateway — essentially tricking our own server into making requests to internal AWS systems it should never have reached externally.

Through that opening, the attacker queried our AWS Instance Metadata Service and retrieved temporary login credentials belonging to our checkout server. Because our Instance Metadata Service was running on the older IMDSv1, no session token was required to obtain those credentials.

Using the stolen credentials, the attacker accessed customer database backups in our Amazon S3 buckets and extracted **250,000 customer records**. Our own AWS CloudTrail logs flagged the abnormal S3 activity — that is how our team caught it.

SSRF Vulnerability Exploited

IAM Credentials Stolen

250,000 Records Accessed

No Full Card Numbers Exposed

No Passwords Compromised

DATA INVOLVED

What was affected

The records accessed may include your name, email address, shipping address, phone number, and the last 4 digits of the credit or debit card used for orders placed in 2022. Full payment card numbers were **not** accessed — our PCI tokenization protections held. No account passwords or login credentials were compromised.

HOW WE RESPONDED

Our path to resolution

From the moment we confirmed the breach we moved immediately on multiple fronts — technical remediation, legal obligations, and customer support.

- **DAY 0 — DETECTION**
AWS CloudTrail anomaly alerts flagged unauthorized S3 API calls. Our team began investigation immediately and confirmed the breach.
 - **DAY 0-1 — CONTAINMENT**
All compromised IAM credentials were revoked and all AWS keys rotated. The vulnerable checkout API endpoint was taken offline and patched to close the SSRF flaw.
 - **DAY 1-3 — NOTIFICATION**
We notified the Office of the Privacy Commissioner of Canada (OPC) and relevant authorities, and reported the incident to AWS Security.
 - **DAY 3 — INDEPENDENT REVIEW**
We engaged an independent cloud security firm to conduct a full forensic investigation of our infrastructure.
 - **OVER 8 MONTHS — FULL REBUILD**
All EC2 instances migrated to IMDSv2 with least-privilege IAM roles. Multi-account AWS structure implemented via Control Tower. Dedicated Cloud Security Engineer hired.
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LONG-TERM CHANGES

How we rebuilt our security

IMDSv2 Enforced

All servers now require session tokens. IMDSv1 is blocked organization-wide via AWS SCPs.

Least-Privilege IAM

IAM roles rebuilt so each service can only access the specific resources it truly needs.

Multi-Account Structure

Moved from a single AWS account to a multi-account setup with AWS Control Tower.

Continuous Monitoring

AWS GuardDuty, Security Hub, and Config rules now monitor for misconfigurations 24/7.

WHAT YOU CAN DO**Protecting yourself**

As a precaution, we are providing every affected customer with **2 years of complimentary credit monitoring and identity theft protection**. Activation instructions are included separately. We also recommend monitoring your bank and card statements for unauthorized transactions, staying alert to phishing attempts claiming to be from EGOMUZO CLOTHING, and using strong unique passwords across your online accounts.

Dedicated Response Line

Phone: +1 647-424-1608

Email: support@muxo.ca

Support Hours

Mon – Fri: 9:00 AM – 6:00 PM EST

Saturday: 10:00 AM – 4:00 PM EST

We sincerely apologize for this incident. Protecting your privacy and trust is our top priority. We have rebuilt our cloud security controls to prevent a recurrence and remain fully committed to transparency.

Sincerely,

Collins Egomuzo

CHIEF EXECUTIVE OFFICER · EGOMUZO CLOTHING

<https://muxo.ca/>