

Subject: Apology for IT Security Breach

Dear [Recipient's Name],

We are writing to inform you about a recent incident regarding our IT security that may have compromised your personal information. We deeply regret any inconvenience this may have caused and want to assure you that we are taking this matter very seriously.

Upon discovering the breach, we immediately initiated an investigation to understand how this occurred and to prevent it from happening in the future. We have implemented enhanced security measures to protect your information better.

As a token of our sincere apology, we would like to offer you [details of compensation, e.g., free credit monitoring for one year, a discount, etc.]. We value your trust and strive to make the situation right.

If you have any questions or need further assistance, please do not hesitate to contact us at [contact information]. Thank you for your understanding and patience during this time.

Sincerely,

[Your Name]
[Your Position]
[Your Company]
[Contact Information]