

Dear [Customer's Name],

We are writing to inform you of a recent incident that may have compromised your personal data. On [date of incident], we discovered that [brief description of the incident]. We take this matter very seriously and are committed to protecting your privacy and personal information.

We sincerely apologize for any inconvenience this may have caused you. Please be assured that we are taking immediate steps to address the situation and to prevent any future occurrences. We have already engaged expert cybersecurity professionals to investigate the incident and to enhance our security measures.

As a precaution, we recommend that you [steps customers should take, e.g., change passwords, monitor accounts for suspicious activity]. Additionally, we are offering [details of any support, discounts, or services] to assist you during this time.

If you have any questions or concerns, please do not hesitate to contact us at [contact information]. We value your trust and are dedicated to ensuring the security of your information.

Thank you for your understanding.

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