Keystone data breach: access and erasure request letter

Before sending: replace every placeholder in double curly braces with your information, then review the complete letter. Leave an optional field blank only when it does not apply.

Fields to complete

E-mail address you used for the Keystone order (Required)
{{account_email}}

Example: riley.patel@example.com Hint: Use the address on your order confirmation. Keystone will send its answer here.

Country you were in when you ordered (Required)
{{country_at_purchase}}

Example: Germany Hint: The right of access depends on where you were when you bought, not where you live now. Write the country name.

Approximate date of your order (Required)
{{order_date}}

Example: March 2026 Hint: Month and year are enough. Your order confirmation e-mail shows the date.

Order number, if you have it (Optional)
{{order_reference}}

Example: Order number: 1042 Hint: Type it as you want it to read, for example Order number: 1042. Leave this blank if you cannot find it.

Subject

Access and erasure request under Articles 15 and 17 GDPR after the Keystone shop incident: {{account_email}}

Letter body

Yanssie HK Limited
Keystone
Data protection and privacy requests
19H Maxgrand Plaza
No. 3 Tai Yau Street
San Po Kong, Kowloon
Hong Kong

Access and erasure request after the Keystone online shop incident

Dear Keystone team,

On 24 October 2026, Keystone announced that it had detected unauthorised access to its online shop on 20 October 2026 and had confirmed on 23 October 2026 that a

third party obtained customer shipping data. The reported data includes names, contact details, shipping addresses and order details with items and prices. Keystone said that card and bank data, recovery phrases, private keys and wallet passwords were not affected.

I ordered from your online shop around {{order_date}}, and I was in {{country_at_purchase}} when I placed the order. The order used the e-mail address {{account_email}}.
{{order_reference}}

Your shop offered and delivered goods to me while I was in that country. Article 3(2)(a) of Regulation (EU) 2016/679 (GDPR) therefore applies to your processing of my personal data. If I was in the United Kingdom, the same provision of the UK GDPR applies. Your privacy policy also states that EEA residents may access their personal information and ask for it to be erased.

Under Article 15 GDPR, please confirm whether you process personal data about me, send me a copy of that data, and give me the information listed in Article 15(1). Please tell me in particular:

1. Which of my personal data were stored in the shop system that the third party accessed, and since when you held each category.
2. Which recipients received my personal data, including Shopify and any other processor or service provider, and whether any of them are outside the EEA.
3. Where you did not collect any of my data from me, its source.
4. The purposes of the processing, the retention period or the criteria for it, and my right to lodge a complaint with a supervisory authority.

Under Article 17 GDPR, I ask you to erase my personal data where a ground in Article 17(1) applies and no exception in Article 17(3) applies. This covers my shipping address, contact details and order history in the shop system once you no longer need them to handle my order.

I am not asking you to erase records that a legal obligation requires you to keep, or data you need for the establishment, exercise or defence of legal claims. If you keep any of my data, please tell me for each category what you keep, why, and for how long.

If you have designated a representative in the Union under Article 27 GDPR, please give me their name and address.

Article 12(3) GDPR requires you to act on this request without undue delay and within one month of receipt. You may extend that period by two further months where necessary, but only if you tell me within the first month and give the reasons. In the United Kingdom, Article 12A UK GDPR sets the same one-month period.

Please send your answer to {{account_email}} and confirm that you received this request. If you receive a copy of this text by e-mail, please treat it as the same request, not a second one.

Yours faithfully,