



Press information

Vorwerk SE & Co. KG
Mühlenweg 17 - 37
42270 Wuppertal
Germany
Phone +49 202 564 1247
www.vorwerk-group.com

rezeptwelt.de – Data Protection Incident

Not affected: Thermomix®, Cookidoo®, Vorwerk Webshop and other Services

Vorwerk is hereby providing information on a data protection incident affecting the Rezeptwelt.de forum and its associated forums in the Czech Republic, Spain, France, Italy, Poland, Portugal, and Australia. We have identified unauthorized access to a secondary server operated by one of our external service providers, allowing third parties to unlawfully access certain user profile data. Affected users have been informed about the data leak. No passwords or financial data were compromised.

Wuppertal, 6th February 2025 Immediately upon detecting the data exposure, we took swift action in close collaboration with our cybersecurity and data protection experts, as well as the affected service provider, and implemented measures to prevent any further unauthorized access. The subsequent forensic analysis confirmed that the incident is limited exclusively to the Rezeptwelt.de forum and its associated localizations. All other Vorwerk platforms, including the Thermomix® ecosystem, Cookidoo®, the Vorwerk webshops and other services remain unaffected.

The security vulnerability existed between January 30th and February 3rd, 2025, and has since been fully resolved. During this period, unauthorized access was gained to certain user profile data. Depending on the information provided by users in their profiles, the compromised data may include first and last name, address, date of birth, phone number, email address, and details related to users' cooking preferences. At no point were passwords, financial data, or critical internal systems affected.

Although there is currently no evidence of widespread misuse of the affected data, we advise Rezeptwelt.de users to remain particularly vigilant. There is a possibility that affected users may receive unwanted emails, including spam or phishing attempts. As a precautionary measure, we recommend not responding to suspicious messages and avoiding clicking on links or opening attachments from unknown senders.

We sincerely apologize for any inconvenience this may have caused. The security and trust of our users is of the highest priority for us. We continue to work closely with the relevant authorities to ensure full compliance with all necessary security and data protection regulations. Additionally, we have implemented measures to further strengthen our systems and optimize monitoring processes.



ABOUT VORWERK

Vorwerk is the number one direct sales company in Europe and the world-leading direct seller of high-quality household appliances. Founded in Wuppertal, Germany, in 1883, today Vorwerk is an international family enterprise. Its core business is the production and sale of superior household products (Thermomix® ecosystem with Cookidoo® recipe platform, Kobold cleaning systems). Vorwerk always seeks direct contact with its customers and achieves this primarily through its advisors, who are at the center of the company's sales activities and serve as a central point of contact for the customer. The Vorwerk family also includes the akf group. Vorwerk generates consolidated sales of EUR 3.2 billion (2023) and operates in more than 61 countries.

MEDIA CONTACT

Vorwerk SE & Co. KG
Michael Weber
Corporate Communication
Tel.: +49 202 564 1247
E-Mail Presse@vorwerk.de

Publication free of charge – Specimen copy requested