

Retail Sector

Source: Deloitte Report



Case 3

Inside job goes undetected for years

Organization

A large retailer that sells communication-related products and services.

Scenario

Over the course of several years an employee of the retailer was able to obtain more than 8 million pieces of sensitive data, including personal information and classified documents. The employee sold the information to the highest bidders, which often included criminal organizations.

Attackers and motivation

The attacker was an employee who had worked at the retailer for many years. The employee was motivated by the financial gain from selling confidential information.

Techniques used

This incident illustrates that a very severe breach does not require sophisticated attack patterns. In this particular case, the attacker had direct access to confidential information and simply copied it onto portable media and took it home at the end of the day.

Business impact

The magnitude and especially the duration of the attack damaged the company's reputation and share price. Other impacts included financial compensation for customers affected by the breach, as well as lasting mistrust of employees.