

## Telecommunications Sector

*Source: Deloitte Report*



### Case 3

#### Thief steals a laptop containing sensitive customer information

##### Organization

A very large cable service provider that offers television, internet and mobile telephony services.

##### Scenario

One of the organization's employees – in violation of company policy -- had stored a lot of sensitive customer information on his laptop. The laptop was an older model and the data was stored unencrypted. Personal information for 40,000 customers was lost, including client numbers, names, email-addresses, postal codes, genders and parts of bank account numbers.

##### Attackers and motivation

The attacker was a petty thief who was interested in the laptop, not the data. In fact, it's likely he didn't even know the data was there.

##### Techniques used

Although the technique of stealing a physical laptop was not sophisticated or specifically relevant for the Telecommunications sector, the type of data that resided on it was.

##### Business impact

It's unclear whether the stolen data was used maliciously since the thief may not have even realized it was there. However, all affected customers had to be informed of the incident, leading to loss of trust. Also, extensive media coverage caused significant embarrassment and reputation damage for the company.