

CYBER GUIDANCE ISSUE 0285

CUSTOMER DATA STOLEN IN 3RD-PARTY BREACH

DATE ISSUED: 6th March 2023

IMPACT	LOW	MEDIUM	HIGH
EASE OF EXPLOIT	HARD	MEDIUM	EASY

OVERVIEW

Australian electronics store The Good Guys have suffered a breach, exposing their customer’s data when a third-party supplier was hacked. Around 1.5 million customers belonging to their loyalty program have had their personal data compromised including phone numbers, email addresses, and names.

BREAKDOWN

Data belonging to The Good Guys electronic store was comprised when the IT system of a former third-party supplier, My Rewards (formerly known as Pegasus Group Australia), had been accessed by an unauthorised user. This means that Personally Identifiable Information (PII) including names, email addresses, and phone numbers were released into an unsecured environment. The Good Guys company previously worked with My Rewards to provide rewards to its Concierge members. The customers were required to set up a ‘My Rewards account’ that require a password and in some cases their date of birth. Even though financial or identity documents such as credit card or driver’s license were not compromised the stolen data could be used to facilitate social engineering attacks. The data could be manipulated to create phishing email messages that looks legitimate to steal more sensitive information from the victims or utilised in impersonation attacks.

REMEDATION STEPS

- Organisations should perform a vendor risk assessment and asserting which third parties they use or have used in the past, and what data and network access they may have.
- Practice the principle of ‘least privilege’ by providing employees and third-party with limited access required for their role.
- Set policies to prevent third parties from retaining data after their services are no longer required.
- Refer to [What is Smishing?](#) for more insights on preventing social engineering attacks.

REFERENCES & RESOURCES

7news <https://7news.com.au/news/crime/the-good-guys-customers-data-stolen-in-hack-on-third-party-supplier-c-9856918>
itnews <https://www.itnews.com.au/news/the-good-guys-warns-of-customer-data-leak-591237>
ZDNet <https://www.zdnet.com/article/australia-retailers-customer-data-compromised-in-third-party-breach/>