



Tim Turner &lt;tim73turner@gmail.com&gt;

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**Strictly private and confidential - Notice of security incident - UKC032021(1)**

1 message

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**FatFace** <donotreply@fatface.com>  


Wed, Mar 24, 2021 at 1:17 PM



Dear Customer,

We are contacting you as one of our valued customers to let you know about a recent security incident which involved some of our systems, including those that potentially held some information about you.

Whilst we are unaware of any attempted or actual misuse of any of your information, out of an abundance of caution we wanted to give you some information about the event so that you can understand what happened, how you may be involved, the steps we have taken and some steps you can take in response.

We would like to reassure you this incident is now resolved, and that full payment card information was not compromised. Our systems are fully secure and FatFace remains a safe place to shop online or in person.

Please do keep this email and the information included within it strictly private and confidential.

**What happened?**

On 17 January 2021, FatFace identified some suspicious activity within its IT systems. We immediately launched an investigation with the assistance of experienced security specialists who, following thorough investigation, determined that an unauthorised third party had gained access to certain systems operated by us during a limited period of time earlier the same month. FatFace quickly contained the incident and started the process of reviewing and categorising the data potentially involved in the incident.

We have now completed our review and are contacting you because your information may have been included in the affected systems and we want to provide you with as much information as possible to assist you.

**What we have done**

FatFace takes the security of your information extremely seriously. As soon as we became aware of the incident, we launched an investigation with assistance from experienced third-party security specialists. Over the past weeks our teams have been working flat out to fully investigate the circumstances of the incident and confirm whose data may have been involved.

FatFace had various preventative security measures in place at the time of this incident, to protect your data, in line with the expected security practices and related technology for the retail sector FatFace operates in. Unfortunately, like many organisations, we were subject to a sophisticated criminal attack which involved access to our systems despite these measures.

Consistent with our focus on customer care and regulatory requirements, including the UK and EU General Data Protection Regulations, FatFace's priority has been to clearly identify who was (and was not) involved in this incident and to identify precisely what information was involved, so that we could explain to you what happened and let you know what you can do in response. This identification effort was comprehensive and coordinated by our external security experts; it therefore took time to thoroughly analyse and categorise the data to ensure we can provide the most accurate information possible.

As an organisation, the security of data, including your information, is a top priority and we take the protection of personal and business data very seriously. We have been working with the relevant authorities and external security experts to ensure a comprehensive response to the incident. In addition, we have notified the Information Commissioner's Office in the UK and other law enforcement authorities of this incident.

We have taken various additional steps to further strengthen the security of our systems. Please rest assured that our systems are secure, our website remains fully operational and FatFace is a safe place to shop, both in store (when we can reopen our shops) and online.

### **What information was involved?**

Some of your personal data may have been involved in the incident. This could include some or all of the below listed categories of information relating to you.

- First name and surname.
- Email address.
- Address details.
- Partial payment card information by way of the last 4 digits and expiry date.

Please rest assured that full payment card information was not compromised. Therefore, the above payment card information cannot be misused for fraudulent transactions, so you do not need to cancel your payment card on this basis. Further, no other financial data relating to you was involved in this incident.

### **What you can do**

As a general matter and for best practice, we would encourage you to remain vigilant to everyday phishing attempts including any risk of identity theft and fraud which, unfortunately, is

everyday phishing attempts including any risk of identity theft and fraud which, unfortunately, is generally prevalent during the current COVID-19 pandemic. There are various steps you can take to help protect your personal information including those set out below.

- Continue to be alert to the risk of phishing and any related fraud including any emails asking you to enter login credentials, provide financial information or give up any other personal data.
- Check your bank and credit card statements regularly for any unusual activity that you do not recognise.
- Check your credit file regularly for newly opened accounts or credit searches that you do not recognise.
- Use strong passwords and change them regularly. Use passwords which are at least eight characters long and use numbers, upper case, lower case and symbols.
- Never give out personal details over the phone unless you are sure who you are speaking to.
- If you think you have been a victim of fraud you should report it to Action Fraud, the UK's national fraud and internet crime reporting centre, on Tel. 0300 123 2040.

Please note we would never contact you by email to ask you to provide us with any payment card information.

### **Access to a complimentary Experian Identity Plus membership**

Purely out of an abundance of caution and not because we consider your data specifically to be at risk, and to help you to monitor your personal information for certain signs of potential identity theft, we are offering you free access to credit monitoring services. We have made available to you a complimentary 12-month membership to Experian's Identity Plus product. This service helps detect possible misuse of your personal data including due to reasons beyond this incident and provides you with identity monitoring support, focussed on the identification and resolution of identity theft.

Once your membership is activated, you will have access to the below listed features.

- Unlimited access to your Experian Fraud Report.
- Credit Alerting – an email or SMS to let you know when certain changes happen on your Experian Credit Report, such as the addition of a new credit search.
- Web monitoring – an alert by email or SMS which confirms that personal information has been found on the dark web.
- Access to Experian's Victims of Fraud service if you do become a victim of fraud, who will support you in resolving fraud that has occurred.
- If you are at higher risk of fraud, Experian can add protective Cifas registration to your Credit Report which can help prevent credit being taken in your name.

If you would like to take up our complimentary offer or if you have any questions about the incident, then please contact our customer support line on Tel. +44 (0)20 7458 4078, which will be open for a period of 3 weeks. The support line will be operating from Monday to Friday (9am

be open for a period of 3 weeks. The support line will be operating from Monday to Friday (8am to 6pm GMT) and also open on Saturday, 27 March and Sunday, 28 March (8am to 6pm GMT).

Alternatively, noting the above options are more likely to offer a quicker response time, if you would like to reach us by email then please contact us at: [customerenquiries@fatface.com](mailto:customerenquiries@fatface.com).

The security of personal data really is a priority at FatFace. We can assure you that we have been doing, and will continue to do, everything we can to ensure the ongoing resilience of our systems and to prevent this type of incident from occurring again.

Yours sincerely,

A handwritten signature in black ink that reads "Liz Evans." The signature is written in a cursive style with a horizontal line underneath the name.

**Liz Evans, Chief Executive Officer**

**On behalf of FatFace Limited**