

**MUST READ** Threat actors hacked the popular Touchnote company

## Threat actors hacked the popular Touchnote company

November 8, 2015 By [Pierluigi Paganini](#)



On 4th November 2015, Touchnote company received information confirming that it has been the victim of a data breach that exposed customer data.

Data breaches are becoming a daily event, the last one in the headlines is the hack suffered by the Touchnote postcard app.

Hackers have stolen customer data from Touchnote database, the popular app that is used to create

postcards from pictures taken by the users. The app is very popular because it comes pre-installed on millions of handsets, nearly 4 million postcards have been sent via the Touchnote app since it was launched in 2008.

The company has already informed its customers via email, according to the official statement issued by Touchnote hackers have accessed users' personal information, including names, email and home addresses.

*"On 4th November 2015 we received information confirming that Touchnote has been the victim of criminal activity, resulting in the theft of some of our customer data.*

*The data that was accessed included your name, email address, postal address and your Touchnote order history, registered with Touchnote does not store your full credit/debit card number, expiry date or security code. Therefore, this information was not accessed.*

*The data that was accessed included the last four digits of your card number (e.g. XXXX XXXX XXXX 1234) which on its own cannot be used for making financial transactions." states the email."*

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Important update regarding your account

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On 4th November 2015 we received information confirming that Touchnote has been the victim of criminal activity, resulting in the theft of some of our customer data.

The data that was accessed included your name, email address, postal address and your Touchnote order history, registered with [REDACTED]

Touchnote does not store your full credit/debit card number, expiry date or security code. Therefore, this information was not accessed.

The data that was accessed included the last four digits of your card number (e.g. XXXX XXXX XXXX 1234) which on its own cannot be used for making financial transactions.

As always, though, we recommend you continue to monitor your card statements and report any suspicious transactions to your card provider.

Your password has not been revealed, but we recommend you change it now

We encrypt all passwords and never store them in plain format. For example, if your password was 'hello' it will have appeared in our database as a random combination of letters and digits.

Nonetheless, as a precaution, we do recommend that you change your Touchnote password immediately.

You can reset your Touchnote password in your app, or via our website by clicking [here](#), or by copying and pasting this link into your browser: <http://www.touchnote.com/users/signin>

Similarly, if you use the same password for other services, we recommend that you change the password on those websites too

The company informed the customers that it is supporting investigation conducted by the UK's National Cyber Crime Unit, at the time I'm writing there is no news regarding the real number of affected users.

The company highlighted that financial data was not exposed by the data breach, the hackers compromised only the last four digits from customer cards, but the firm clarified that it doesn't store full card information (card numbers, expiration dates or security codes).

Touchnote stored passwords in an encrypted format, anyway it is recommending customers to change them.

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*"None of the data that may have been accessed is financially sensitive," Touchnote said.*

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Touchnote users are invited to carefully read the [Q&A page published on the company website](#), other info will be provided [via Twitter](#).

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## Pierluigi Paganini

([Security Affairs](#) – Touchnote, data breach)

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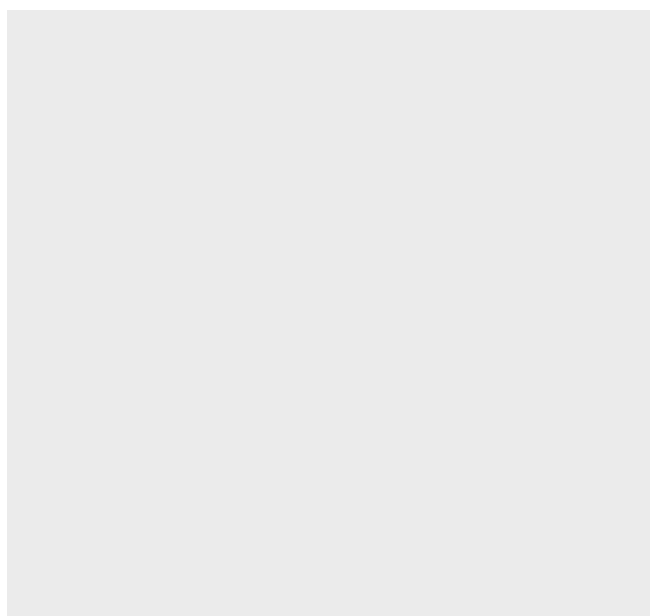
Pierluigi Paganini is Chief Information Security Officer at Bit4Id, firm leader in identity management, member of the ENISA (European Union Agency for Network and Information Security) Treat Landscape Stakeholder Group, he is also a Security Evangelist, Security Analyst and Freelance Writer. Editor-in-Chief at "Cyber Defense Magazine", Pierluigi is a cyber security expert with over 20 years experience in the field, he is Certified Ethical Hacker at EC Council in London. The passion for writing and a strong belief that security is founded on sharing and awareness led Pierluigi to find the security blog "Security Affairs" recently named a Top National Security Resource for US. Pierluigi is a member of the "The Hacker News" team and he is a writer for some major publications in the field such as Cyber War Zone, ICTTF, Infosec Island, Infosec Institute, The Hacker News Magazine and for many other Security magazines. Author of the Books "The Deep Dark Web" and "Digital Virtual Currency and Bitcoin".



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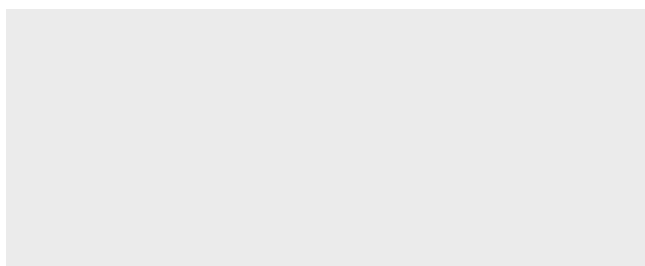
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