



CSCI 405 PRESENTATION: GOODWILL INDUSTRIES BREACH

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GOODWILL INDUSTRIES BREACH

- In 2022, Goodwill Industries had two separate data breaches
- The first breach was pertaining to their e-commerce auction site ShopGoodwill.com
- The second breach was from Goodwill Industries of Greater New York and Northern NJ

SHOPGOODWILL.COM

- An unauthorized user gained control of Goodwill's E-commerce site in January 2022.
- "We were recently alerted to an issue on our website which resulted in the exposure of some of your personal contact information to an unauthorized third party. This contact information includes your first and last name, email address, phone number, and mailing address (Gatlan)."

SHOPGOODWILL.COM

- The expected target of the attack was the credit card details of users.
- The site does not store that type of data.
- "No payment card information was exposed; ShopGoodwill does not store payment card information. While the third party accessed buyer contact information, they did not access your ShopGoodwill account (Gatlin)."
- Goodwill stated that the issue was patched and apologized for any frustration or concern about the incident.

GOODWILL INDUSTRIES OF GREATER NEW YORK AND NORTHERN NJ

- On May 11, 2022, Goodwill experienced an incident involving unauthorized access to its network (Rowe).
- “On October 28, 2022, Goodwill Industries of Greater New York and Northern NJ discovered that it had experienced a data breach in which the sensitive personal identifiable information and protected health information in its systems may have been accessed (Turke & Strauss).”
- Over 10,500 individuals possibly affected (Turke & Strauss).
- On March 20, 2023, Goodwill determined that the Personal Information of certain individuals may have been affected by this incident (Rowe).
- On March 24, 2023, Goodwill notified seven (7) New Hampshire residents of this incident via first class U.S. mail (Rowe).

COMPROMISED DATA

As reported by Turke & Strauss LLP:

- Name
- Social Security number
- Driver's license number
- Date of birth
- Financial account information
- Medical information (e.g., treatment information, medical diagnosis)
- Health insurance information
- Passport number
- Tax identification number
- Username/password

GOODWILL'S NEXT STEPS

- Implementing additional technical security measures
- Increase employee cybersecurity training
- Offered affected parties with complimentary credit and identity protection monitoring (Rowe).

CLASS-ACTION LAWSUIT

- “Wendy Booker and Francis Mascaro on behalf of themselves and all others similarly situated, filed a complaint June 26 in the U.S. District Court for the Eastern District of New York against Goodwill Industries of Greater New York and Northern New Jersey Inc., alleging negligence and other claims (Johns).”
- They allege damages from the breach and negligence from Goodwill for not notifying them until seven months later (Johns).

CONCLUSION

- After the attack on the E-commerce website, Goodwill should have taken an initiative to determine if any flaws were accessible in more secure networks.
- The seven month waiting period to notify affected parties seems egregious, considering social security number, bank information, and medical records were all compromised.

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