Uber Hacks

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Background

Time: October 2016.

People affected: 57 million customers and drivers

Event:Hackers stole personal data stored in Uber

Information included:

(1) names, email addresses and phone numbers, as well as driver's license numbers.

(2) location data, credit card numbers, bank account numbers, social security numbers, and birth dates.
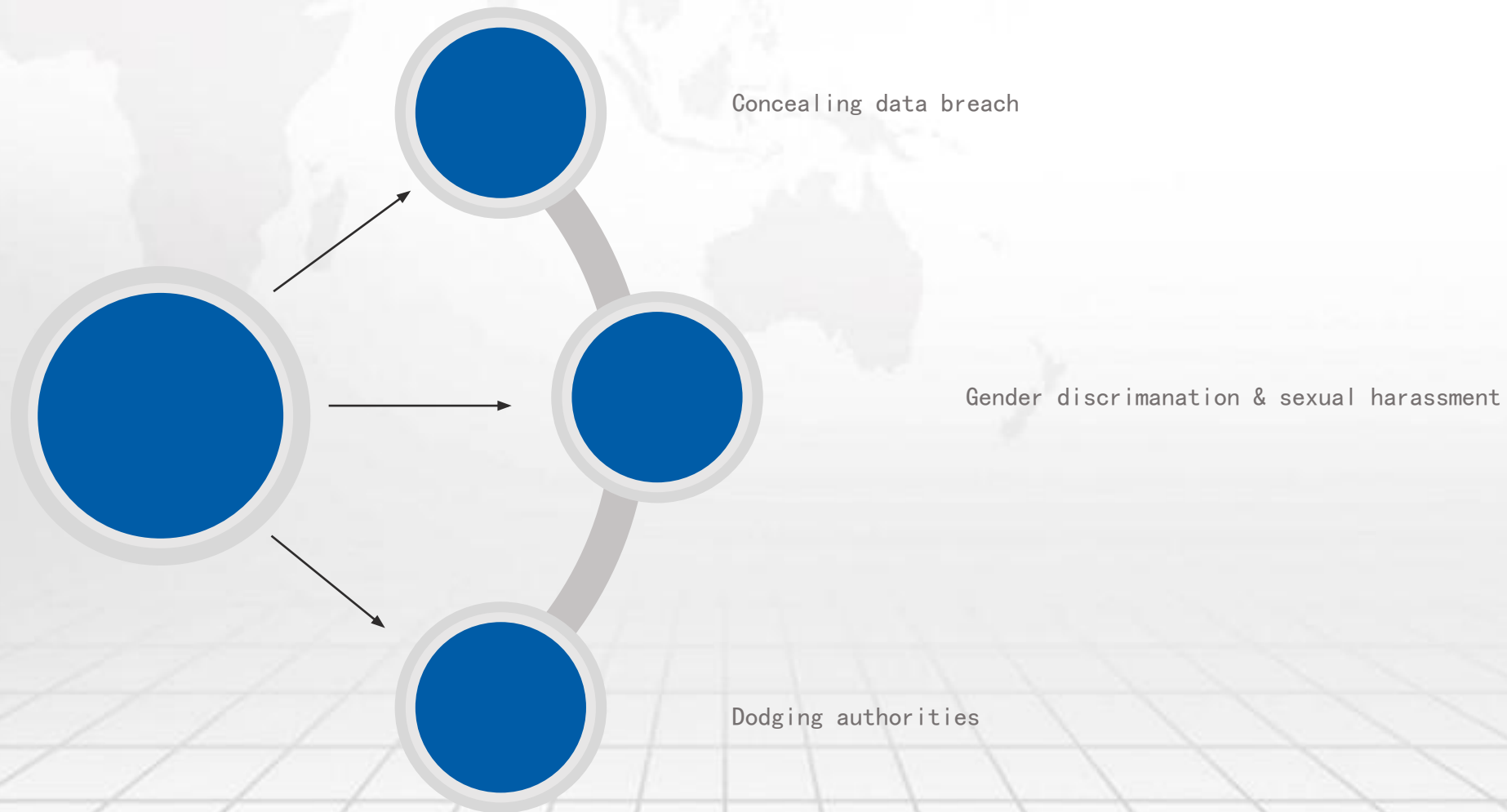
Main Issue

Uber paid the hackers to delete the data and keep the breach quiet.
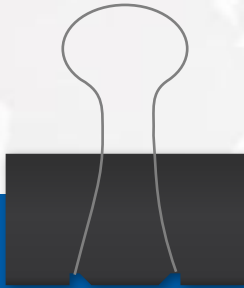
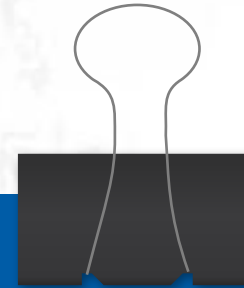Uber failed to notify state residents and inform the attorney.

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What is interesting about this case

Concealing data breach

Gender discrimanation & sexual harassment

Dodging authorities
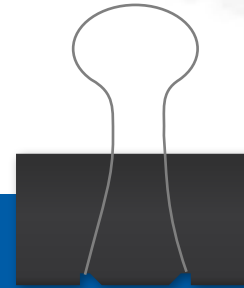
Ethical Significance

Notify the public and the attorney general

Maintain a safe workplace environment

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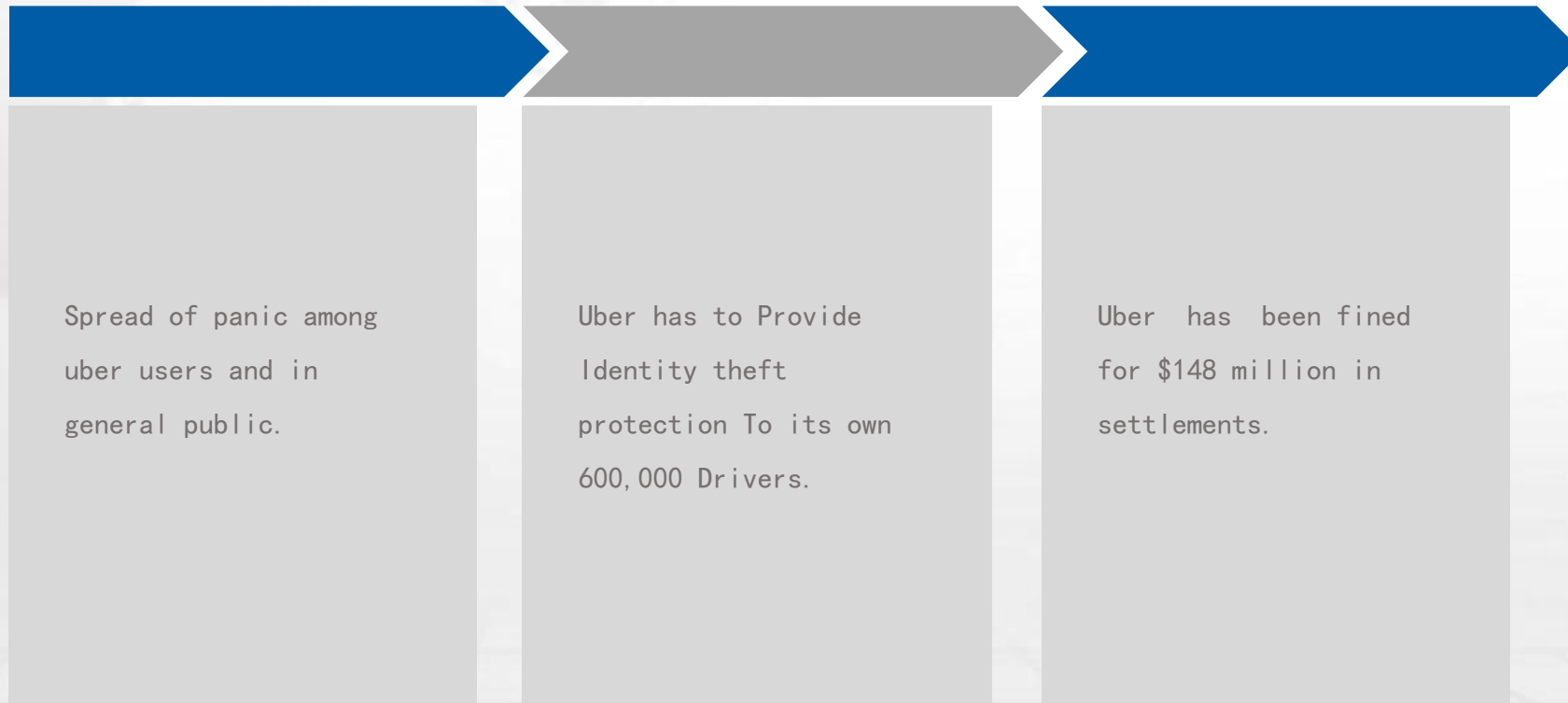Perform services honorably and lawfully

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Impact

Personal Impact

- Risk of Identity theft was Increased
- User and Driver were at risk for scam and phishing email, as there personal information such as email phone no. and address were leaked.

Public Impact

- General Data Protection Regulation by EU was launched after this incidence.
- People in general lost their trust towards company integrity.

Consequences

Spread of panic among uber users and in general public.

Uber has to Provide Identity theft protection To its own 600,000 Drivers.

Uber has been fined for $148 million in settlements.

Was this preventable?

1 No, it is hard to preventable.

2 But, we can use some way to improve security.

3 Pay more effort and money on security.

4 Only save what is necessary.

Conclusion/relevancy/lesson learned

Protect customer security is the most important thing for the company.

◀ **01**

02 ▶ Awaken people's security consciousness.

Thank you

Reference

1. Uber. (n.d.). Retrieved from https://en.wikipedia.org/wiki/Uber
2. Somerville, H. (2018, September 26). Uber to pay $148 million to settle data breach cover-up with U.S. states. Retrieved December 08, 2020, from https://www.reuters.com/article/us-uber-databreach/uber-to-pay-148-million-to-settle-data-breach-cover-up-with-u-s-states-idUSKCN1M62AJ
3. Greenberg, Andy. "Uber Paid Off Hackers to Hide a 57-Million User Data Breach." *Wired*, Conde Nast, 22 Nov. 2017, www.wired.com/story/uber-paid-off-hackers-to-hide-a-57-million-user-data-breach/.