

Marina O'Loughlin's
Top 50
restaurants



inside
16 page
supplement
plus your
weekly food
fix in cook

Drew Barrymore

'My mother locked me up. I needed it'

+ Great sex, no sex, weird sex
Your intimate lives revealed



weekend

£2.70 (Ch. Islands £3.10)
Saturday 24.10.15
Published in London
and Manchester
theguardian.com

theguardian

TalkTalk boss receives
'ransom demand' after
sustained cyber-attack

Company does not
know if customers'
credit card details
were encrypted

Nadia Khomami

TalkTalk was plunged into crisis yesterday after it admitted it had been the victim of a "significant and sustained" cyber-attack that had led to the theft of credit card and bank details of up to 4 million customers. The telecoms company warned that the stolen customer data may not have been securely encrypted and added that it had received a ransom demand from somebody claiming to have carried out the corporate hack. During a round of media interviews, TalkTalk's chief executive, Dido Harding, said: "I personally received a contact from someone purporting - as I say, I don't know whether they are or are not - to be the hacker, looking for money." She also told the BBC that "the awful truth is I don't know" whether all the data was encrypted, adding: "With the benefit of hindsight, were we doing enough? Well, you've got to say that we weren't and obviously we will be looking back and reviewing that extremely seriously." Any customers who notice unusual activity in their accounts have been advised to contact their bank and Action

Fraud, the national fraud and internet crime reporting centre. They have also been urged to change their TalkTalk account passwords and any other accounts that use the same passwords. It is the third major security breach suffered by TalkTalk in the past year. In December the company saw customers hit by India-based scam calls after a security breach. It happened again in February this year, when TalkTalk customers were subject to further scams, despite the company describing the information stolen as "limited" and "non-sensitive".

24

The number of hours it took TalkTalk to inform the information commissioner of the significant breach of its data security

The Information Commissioner's Office, which is already investigating the previous two security breaches, complained that it had taken more than 24 hours for TalkTalk to tell it what had happened. The head of the commission, Christopher Graham, told BBC Radio 4's The World at One: "I wish we had heard a little bit earlier and we could have been more 'out there' giving advice to consumers about what they need to protect their personal information." Harding said the firm had acted as promptly as it could, because it was not initially aware that a hack was taking

place. "On Wednesday lunchtime, all we knew was that our website was running slowly and that we had the indications of a hacker trying to attack us," she said. Experts said TalkTalk had suffered a denial of service attack, with its systems bombarded by hackers. Tim Smith, a partner at insurance law firm BLM, said: "These types of attacks are becoming increasingly common in the UK, and it is not at all unusual to find that hackers use an initial DDoS (distributed denial of service attack) to distract a business's IT team and then follow up with a second attack trying to steal information. "This underlines how at risk businesses are and how important it is to take all precautionary measures to protect customer data." TalkTalk Mobile customers were also affected by an attack on Carphone Warehouse systems that saw the personal information of up to 2.4 million customers stolen. The information commissioner can impose financial penalties for data breaches, capped at £500,000, as well as enforcement notices. Harding apologised to customers for the third cyber-attack affecting the telecommunications firm in the past 12 months, but said the three breaches were "completely unrelated". TalkTalk shares closed down 4%. She said the attack should be treated as a crime. "Whether it is the US government,

Continued on page 7 →



Adele joined the BBC Radio 1 Breakfast Show yesterday for the broadcast world premiere of her new single, Hello Photograph: Mark Allan/BBC

6 →

At Crisis, we've started planning for Christmas already. With 4,300 homeless guests expected over nine days, tens of thousands of meals to cook, hundreds of health checks and all sorts of expert support to lay on, we have to be well prepared.

You can help. Reserve a place at Crisis at Christmas for just **£22.29** today, and you'll help make sure we can give our guests the food, safety, comfort and support they need so badly.

CC15/PA/DM-1001/SAD/026

Frank's story is 100% genuine, but his name has been changed and a model photographed to protect his identity.

Aged 43, Frank had spent his entire adult life in work. But suddenly he was made redundant – and soon he lost his home too. It was the start of December, and he was on the streets with just a quilt and pillow. "It's just horrible. You're cold, the rain soaks you, you can't wash. You're just at rock bottom."

At Crisis at Christmas, Frank found food, good company, and the chance to take advantage of a whole range of services. And for the first time in months, he felt he wasn't alone. "Without Crisis at Christmas, I must admit, I'd be lost," Frank says. "It has been a lifeline."

URGENT APPEAL

Reserve a place today for just £22.29.

Call 0800 999 2060.
Go to www.crisis.org.uk
Thank you.

Crisis UK (trading as Crisis),
Registered charity numbers:
E&W1082947, SC040094.
Company number: 4024938.