DATA BREACHES: THE BRAND IMPACT.



Brand experience and data sharing

As customers demand an ever-more personalized experience, they're sharing more data with brands.



1,200 Million Gigabytes

The amount of data that Facebook, Google, Amazon and Microsoft handled, in 2020.



The proportion of customers who lose trust in a business, in the event of a breach.

CATA SECURITY: NO LONGER JUST HYGIEN

The proportion of customers who "don't want to deal" with a business, in the event of a breach

THE VALUE AT RISK TO THE WORLD'S TOP 100 BRANDS **Up to \$223B**

Source: Science Focus

A BREACH DENTS A BRAND'S RELEVANCE FOR ITS CUSTOMERS



PRESENCE

Negative conversations around the brand



Reduced engagement with the brand



A loss in trust that impacts intent to deal with brand

EVERY INDUSTRY IS IMPACTED











FINANCIAL SERVICES

UP TO 2,600 \$m

- Trust at the core of their offering
- Risk of loss of Personal Identifiable Information

UP TO 29,000 \$m

• Highest value at risk in

· Reflects the ubiquity of

tech in our everyday lives

absolute terms

TECHNOLOGY

BUSINESS SERVICES

UP TO 3,500 \$m

• Risk to value more from the amount of data that they handle

AUTOMOTIVE

UP TO 4,200 \$m

- Risks from disruptions in manufacturing and supply chain/logistics
- · Digital-first brands higher at risk

LUXURY

UP TO 2,400 \$m

- · Risks from compromising high-networth customer records and data
- · Reputational risk to brands from 'spoofing'

STEPS TO **CYBERSECURITY STRATEGY**

- **Building the right culture**
- Independence & empowerment
- Right level of investments
- Being proactive
- Robust governance system
- Cyber risk management
 - Including the supply chain

Interbrand