

Yvonne O'Donnell

From: [REDACTED]
Sent: 22 November 2017 12:09
To: Yvonne O'Donnell
Subject: Data Breach - Update

Dear Yvonne,

I hope you are well. You will have heard the news about the security breach of Uber user data. Fred is currently on annual leave at the moment, so I wanted to provide you with an immediate update on the incident.

In late 2016 Uber became aware that two individuals outside the company had inappropriately accessed user data stored on a third-party cloud-based service.

The compromised data included the names and driver's license numbers of around 600,000 drivers in the United States, and some personal information of 57 million Uber users around the world, including names, email addresses and mobile phone numbers.

At the time of the incident immediate steps were taken by Uber to secure the data and obtain assurances that the downloaded data has been destroyed.

Uber also implemented security measures to strengthen controls on its cloud-based storage accounts.

Our new CEO, Dara Khosrowshahi, has announced a number of additional steps:

- Effective today, two of the individuals who led the response to this incident are no longer with the company.
- Bringing on new leadership to help guide and structure our security teams and processes going forward.
- Individually notifying the drivers whose driver's license numbers were downloaded.
- Providing these drivers with free credit monitoring and identity theft protection.
- Notifying regulatory authorities consistent with our legal obligations.
- Monitoring the affected accounts and flagging them for additional fraud protection (Uber has not seen evidence of fraud or misuse tied to the incident).

The incident did not breach Uber's corporate systems or infrastructure, and outside forensics experts have not seen any indication that trip location history, credit card numbers, bank account numbers, Social Security numbers or dates of birth were downloaded.

The company is treating this issue with the utmost severity. Please do not hesitate to contact me if you have any questions.

Many thanks,

Fred Jones
Uber | City Head, UK and Ireland