kpn

Breaches of Privacy 2020

In 2020, we received 224 reported incidents concerning privacy. We reported two data leaks to the Dutch Data Protection Authority, both of which had a limited impact on customers. We recorded no complaints about significant privacy breaches.

Breaches	Number	Explanation
Abuse/misconduct	155	Mainly improper use of information (incl. leaks)
Checking/providing information	1	Third party involved
Computer crime	1	Attempt to collect data from databases of external parties to be used to log in to the MijnKPN environment.
Crime against persons	1	Aggression, threat, discrimination, mistreatment, other
Loss/missing	29	Lost business assets (encrypted laptops/mobile devices or other data and telecom equipment)
Safety issue	1	IT environment
Scam	2	Forgery
Theft/embezzlement	34	Stolen business assets (encrypted laptops/mobile devices or other data and telecom equipment)
TOTAL	224	

Click or tap here to enter text.