



Case study

A Nursery website - Attacked

We started our nursery business over ten years ago and our website went online not much longer after that.

We never gave much thought to how it was built as we left that to the web company.

We see our clients as the children we care for and we hold a lot of information about them; Names, addresses, pictures, date of birth and medical information. We also keep information about parental access and other important personal information.

It wasn't until our website went down that we knew we had a problem.

Our first call was to our website support company.

They explained that our website had been the target of a 'Distributed Denial of Service (DDoS) Attack(?)' Then we discovered that our client database was stored on the same server as our website – which meant the information could have been stolen.

Our second call was to Lorega.

With our Cyber Recovery policy in place, we had access to experts who spoke to our web support company – they spoke 'their language' and translated this so we understood what had happened and what steps to take next.

We had access to technical people who understood what we needed to do and could help us do it.

“With the help we received from Lorega we were able to quickly establish the facts and bring the situation under control.

We learnt a very valuable lesson that day; Our website is the 'shop window' to our business but what happens behind it is our responsibility and it's our responsibility to protect it.

We also learnt that having Cyber Recovery in place means we have a security guardian in our corner to help us.”

Business Owner.
Nursery
Alderley Edge - Cheshire

