Further advice

- Access the BRC's **Cyber Security Toolkit** for free at: **www.brc.org.uk/making-a-difference/competitiveness/cyber-security**

- The Government's **Cyber Aware** campaign provides more advice on keeping devices secure and free materials such as leaflets and posters at **www.cyberaware.gov.uk**

- For advice and materials to help the UK protect themselves against financial fraud, visit the **Take Five** campaign at **www.takefive-stopfraud.org.uk**

Get cyber secure

Cyber Security for small and medium sized retailers

Cyber crime and fraud are major security priorities for all businesses – small and medium-sized businesses are no exception.

Since the UK retail industry and its customers are often targeted in this context, cyber security is now a critical part of day to day business.

There are simple and quick ways for small and medium-sized businesses in the retail industry to protect themselves and their customers against the threat, helping them to become market leaders on cyber security.

What is the threat?

The UK is one of the world's biggest users of e-commerce. So it's vital that all retailers implement effective cyber security and cyber-enabled fraud prevention:

- **24% of all businesses** experienced a cyber security breach in the last 12 months – up to 51% among medium firms and 65% in large firms[1].

- **68% of attacks were viruses, malware or spyware** and 32% were **impersonations of the organisation**[2].

- **53% of the total cost of fraud** levelled against the retail industry was **'cyber-enabled'**, costing around **£100m per year**[3].

- **91% of retailers** believe that the number of cyber breaches their industry faces is either **increasing or remaining the same**[4].

It's not just the cost and time it takes for a business to recover from a cyber breach, it is the potential long-lasting damage it can do to its reputation – this is just as important, if not more so, for small businesses.

[1]Cyber Security Breaches Survey 2016 Department for Media, Culture and Sport
[2]Cyber Security Breaches Survey 2016 Department for Media, Culture and Sport
[3]The British Retail Consortium's Annual Crime Survey of 2016
[4]The British Retail Consortium's Annual Crime Survey of 2016

What can my business do about it?

The BRC's new and freely-available Cyber Security Toolkit provides detailed guidance on the way all companies operating in the retail industry can protect themselves against the threat. We recommend that SMEs implement the following:

- **Install the latest software and app updates;** they contain vital security upgrades which help protect against viruses and hackers

- **Use strong and separate passwords for your key accounts,** including email and online banking and use three random words to make a strong and memorable password

- Provide staff with access to **simple, freely-available cyber security training**

- **Back up essential data** at regular intervals

- Conduct a **cyber security risk assessment** for your business

- Seek accreditation through the Government-endorsed **'Cyber Essentials'** scheme

- **Never disclose security details** such as passwords or PINs

- **Don't assume an email, text or call is authentic;** just because someone knows your basic details, it doesn't mean they are genuine