

NCSC statement: Incident impacting retailers

The latest statement from the NCSC regarding the cyber incident impacting UK retailers

Following news of cyber incidents impacting UK retailers, the NCSC can confirm it is working with organisations affected.

NCSC CEO Dr Richard Horne said:

“The disruption caused by the recent incidents impacting the retail sector are naturally a cause for concern to those businesses affected, their customers and the public.

“The NCSC continues to work closely with organisations that have reported incidents to us to fully understand the nature of these attacks and to provide expert advice to the wider sector based on the threat picture.

“These incidents should act as a wake-up call to all organisations. I urge leaders to follow the advice on the NCSC website to ensure they have appropriate measures in place to help prevent attacks and respond and recover effectively.”

Further reading

- [Incident Management](#) – how to effectively detect, respond and resolve cyber incidents
- [Effective communications in a cyber incident](#) – supporting organisations of all sizes to manage their communications strategy before, during and after a cyber security incident

- [Recommendations for organisations following the recent incidents](#) – blog post urging retailers to ensure they have defensive measures in place
- [Data breaches guidance](#) – to help individuals manage the impacts of any information being accessed
- [Respond and recover](#) – resources for individuals and organisations in the UK who have experienced an online scam or cyber attack.

PUBLISHED

1 May 2025

NEWS TYPE

Statement