

Incident affecting ASOS customers

ASOS has said it is investigating a cyber incident and that some customer personal information may have been accessed.

Summary

ASOS has said that an unauthorised notification was sent to their customers and that names and contact details of their customers may have been accessed.

The company has said it does not believe payment card information or account passwords were affected.

What has happened?

Some ASOS customers received an unauthorised push notification from ASOS on Tuesday 6th October.

The company is investigating the unauthorised activity and has stated that **basic personal information including name and contact details may have been accessed**. They have said they do not believe payment card information or account passwords have been impacted.

Who is affected?

If you are an ASOS customer, you should assume you are affected by this incident, even if you did not receive the unauthorised notification.

What should I do?

See our [data breach guidance](#) for information on what you should do when you are affected by an incident like this.

Look out for suspicious messages, which can arrive some time after a data breach incident.

Do not click on any suspicious links, including those you receive in push notifications, or via emails or messages.

Although ASOS have stated that they do not believe payment details or account passwords are affected:

- See the [Stop! Think Fraud guidance](#) on how to report fraud in the UK
 - Follow our [Top tips for staying secure online](#) – using passkeys, or strong, separate passwords plus two-step verification for your accounts will keep you secure even if your data is breached.
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Actions to take

- 1 Confirm you're affected
- 2 Watch for scams
- 3 Update vulnerable passwords
- 4 Review account activity
- Recover compromised accounts

Further resources

- [Data breaches: guidance for individuals and families](#)
- [Phishing scams: how to spot and report them](#)
- [Passkeys: what you need to know](#)
- [Top tips for staying secure online](#)
- [Stop! Think Fraud: Reporting fraud](#)

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WRITTEN FOR

You & your family

NEWS TYPE

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