

FREE SOFTWARE MOVEMENT OF INDIA

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21-04-2021,
Hyderabad.

To,

Shri Ajay Lakra, Public Grievance Officer,
Indian Computer Emergency Response Team,
Ministry of Electronics and Information Technology.

Sub: Regarding data breach of about 18 Crore order details and 10 Lakh credit card details of the users at Domino's India

Respected Officer,

It has been widely reported in the newspapers that there is yet another data breach, and now at Domino's India (a food chain belt). The reports estimate that around 18 crore order details comprising of customer's names, email IDs, phone numbers, delivery address, and payment details have been breached.

There is also an estimate that this leak consists of over 10 lakh credit card details that are intended to use for payment transactions over Domino's India app. The size of the breached database is about 13 TB.

Dominos is the latest among the list of recent data breaches of MobiKwik, BigBasket etc. Lapses of security and lack of privacy aware practices leading to these breaches put users at risk and pose a systemic threat to the functioning of our society.

In this regard we ask for an investigation into this incident and update citizens on what has transpired at Domino's India and what is happening with their data. As Public Grievance Officer, we hope you will provide us with a redressal to this incident under Section 43 A of the IT Act.

We are hoping you would carry out this exercise expeditiously and provide us with a copy of the investigation. Kindly confirm receipt of this letter within 2 days as per your citizen's charter and a detailed redressal for the grievance in a month's time.

References:

1.<https://www.businesstoday.in/current/corporate/omg-dominos-india-hacked-1-million-credit-card-details-names-phone-numbers-leaked/story/437070.html>

2. <https://www.businessinsider.in/tech/news/dominos-india-data-breach-allegedly-exposes-1-million-credit-card-details-180-million-order-details/articleshow/82144019.cms>

With Regards,

Kiran Chandra
General Secretary
Free Software Movement of India.