

Cyber Attack on Birchall Foodservice - 08.02.24

Dear Customer

I am writing today to inform you that at 11:30pm on Thursday 8th February, we were made aware of a cyber attack on Birchall Foodservice.

We experienced a ransomware attack that attempted to encrypt our files. This led to disruption with picking, routing and taking orders.

We can report that there is no evidence that customer or business data has been exfiltrated during this incident. This has been confirmed by an external, specialist security partner that we are working with.

While this attack has caused disruption, the backup plans that we put in place in the event of such an attack have helped us to stay partially operational, and our experienced team and security partners have been working tirelessly over the past day to get us back to normality.

All our back up data is safe and we expect to be fully operational again by tomorrow, Sunday the 11th February.

At this stage, as there is no evidence that data has been exfiltrated, you do not need to take any action. The police and the National Cyber Security Centre are involved and the investigation is ongoing.

We understand that security incidents can be concerning, and we want to assure you that we take the protection of your data very seriously. We are committed to being transparent and accountable, and we will continue to keep you informed of any further developments.

I would like to apologise for any inconvenience this attack has caused, and I thank you for your patience and understanding in this difficult period. Rest assured, we are taking additional steps to strengthen our security measures to prevent similar incidents happening again in the future.

If you have any questions or concerns, please do not hesitate to contact us at:
sales@birchallfoodservice.co.uk

Sincerely,

Justin Birchall
Managing Director

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