

FRAUD ISSUES

OUR COURSE OF ACTION

rightmove 
find your happy

Why we're serious about security

We're committed to making sure customers get the best experience possible of you as an Agent and Rightmove when they are conducting their home search. Therefore it's imperative to us that the listings they see, and the data they share with us, is kept safe and secure.

Sometimes things happen. When they do, we want to explain to you the steps we will take to protect you and your customers. We also want to explain the action we will take when these breaches arise.

We define issues as a data breach or suspicious activity, or something we suspect to have the potential to be a data breach or suspicious activity. In the event that a security concern is raised with you, we will remind you of your obligation to report data breaches to the Information Commissions Office (ICO). You can read more about Data Ownership and Use, including how quickly we need to be notified, in our Terms and Conditions here

https://media.rightmove.co.uk/pdf/general_membership_terms_and_conditions.pdf

Although we try our utmost to follow this process, sometimes we are concerned about the potential severity of a breach, and therefore where in our opinion the circumstances could cause harm to Rightmove members or users we will expedite our process to reach a fair and safe outcome for our customers and consumers.

First Issue

If we suspect a data breach or suspicious activity on your account; or if we are made aware of either of these issues happening by anyone other than you and outside of our 24 hour notice period, we will:

- Lock your account immediately so no further action can be taken by anyone that has stolen your user credentials;
- If we believe your Rightmove account may have been compromised we will make the branches which you have access to invisible, so that if your user credentials have been stolen then cannot be used maliciously against you or your customers;
- If we believe any consumers have been in contact with a suspicious or malicious individual posing as you, we will notify them of our concerns and advise them to stop further communication.

We will contact you on the next working day to:

- Make you aware of what has happened and the reasons for our suspicion;
- Ask you to change your password(s) to something secure;
- We may make some operational requests of you, for example for you to review your stock on Rightmove, or to advise whether anyone else has contacted you about suspicious activity such as your customers;
- Recommend some good practice advice including using services such as LastPass to keep your credentials safe; or refer you to training material on how to spot and prevent phishing scams.

Once the above actions are complete we will unlock your account and make your branches visible again. Usually we'll have you up and running again the next working day. However, for more serious breaches this can take longer.

Second issue

If we suspect or are alerted to another data breach or additional suspicious activity on your account, we will lock your account and make your branches invisible immediately, as well as contact consumers where we believe necessary.

We will contact you on the next working day to:

- Understand more about how this issue has happened;
- Understand more about what steps you will be doing to prevent this issue from happening again in the future. This may include how you are planning to prevent fraudsters from targeting you, and what security measures you will implement in your business to stop attacks from being successful in the future;
- We'll also review the same points as in the first issue, such as asking you to change your password, and offering helpful advice that can be used to prevent these issues from happening again.

Once the above actions are complete we will unlock your account and make your branches visible again. As this is the second time a data breach or fraudulent incident has occurred, it will take us a little longer to have assurance the steps you are implementing will be in place. Usually we'll have you up and running again within 5 working days. However for more serious breaches, or in cases where we do not have assurance adequate changes will be made, this can take longer.

Third issue

If we suspect or are alerted to a third data breach or additional suspicious activity on your account, we will lock your account and make your branches invisible immediately, as well as contact consumers where we believe necessary.

Your account will be locked and your branches will remain invisible for an indefinite period of time whilst we investigate the issue.

We'll let you know that similar activity has reoccurred and start a necessary review of our business relationship.

As these issues are repeatedly happening, we'll need to discuss them and your continuation of advertising with Rightmove. This could lead to the termination of your membership with Rightmove.