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Sony says hacker may have stolen users' personal data

By Cliff Edwards, Tuesday, April 26, 6:27 PM

April 26 (Bloomberg) -- Sony Corp. said hackers may have gained access to personal information on the 75 million users of its PlayStation Network and Qriocity online service, including billing addresses.

“We believe that an unauthorized person has obtained the following information that you provided: name, address, country, e-mail address, birthdate, PlayStation Network/Qriocity password and login, and handle/PSN online ID,” Patrick Seybold, a Sony spokesman, said on the company blog page.

The intruders also may have gathered customer-profile data, including purchase history and billing addresses, Seybold said. While there is no evidence credit-card data were taken, “we cannot rule out the possibility,” he said.

The intrusion took place between April 17 and April 19, affecting the PlayStation Network, which provides access to online games, movies and TV shows. Sony recently combined PlayStation Network customer data with Qriocity, which offers movies or music in 11 nations on Web-connected Bravia TVs and Blu-ray players. That service also was compromised, Sony said.

Sony shut down both services on April 20. Some features were expected to be restored within a week, Seybold said. The company recommends people change their passwords and user IDs when service is restored and do the same elsewhere if they reuse their login data for unrelated online accounts.

The Tokyo-based company has hired a security firm to conduct a complete investigation into the intrusion and is rebuilding the system to offer more protection, the blog posting said.

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